

Figure 2

Browser Enabled Applications:

- Home Page
- Inbox
- Real Time Monitor
- Toll Free Network Manager
- Broadband
- Order Entry
- Service Inquiry

201601565160

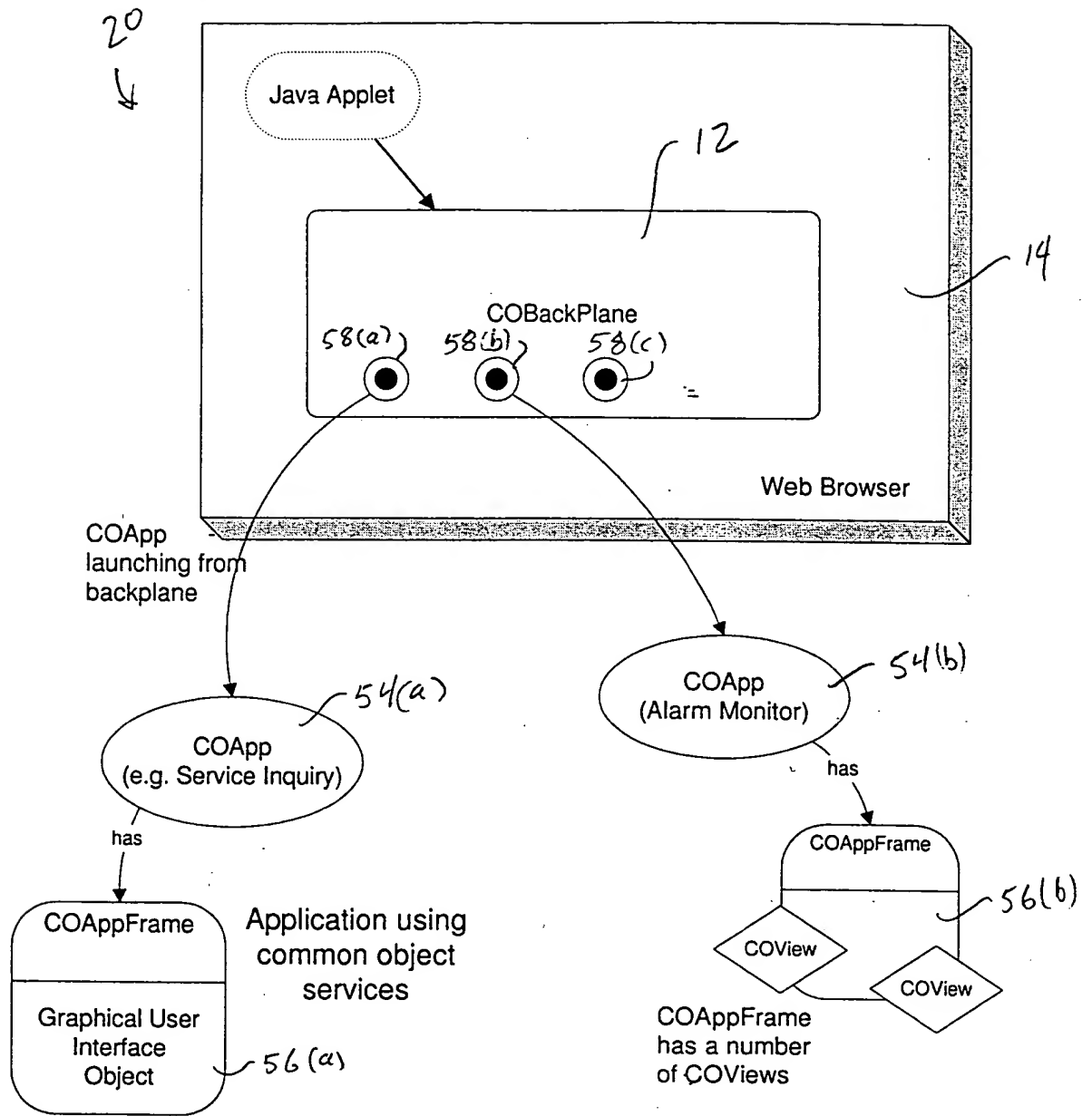


Figure 3







864260 55965160

79(b)

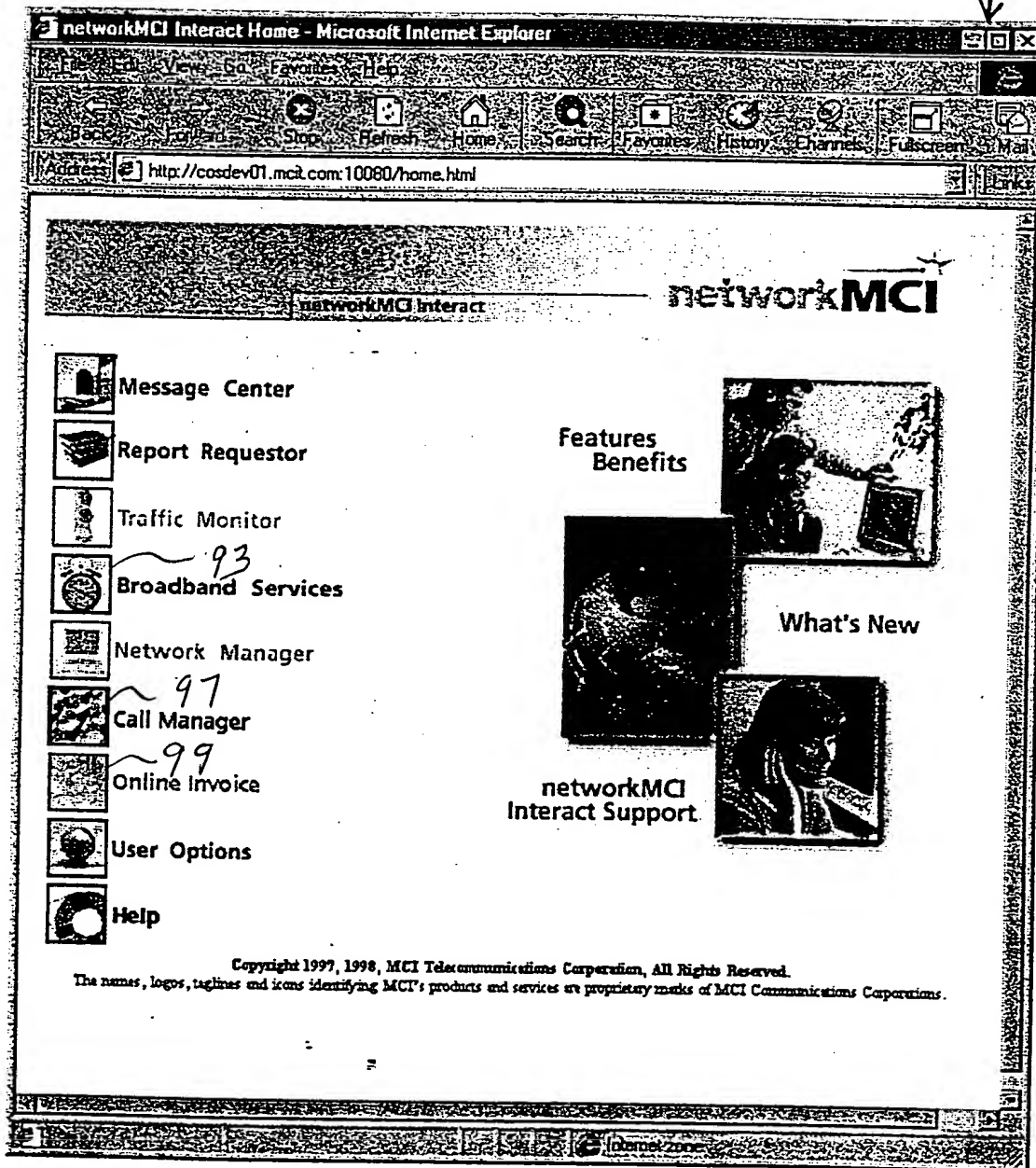


Fig 5(b)

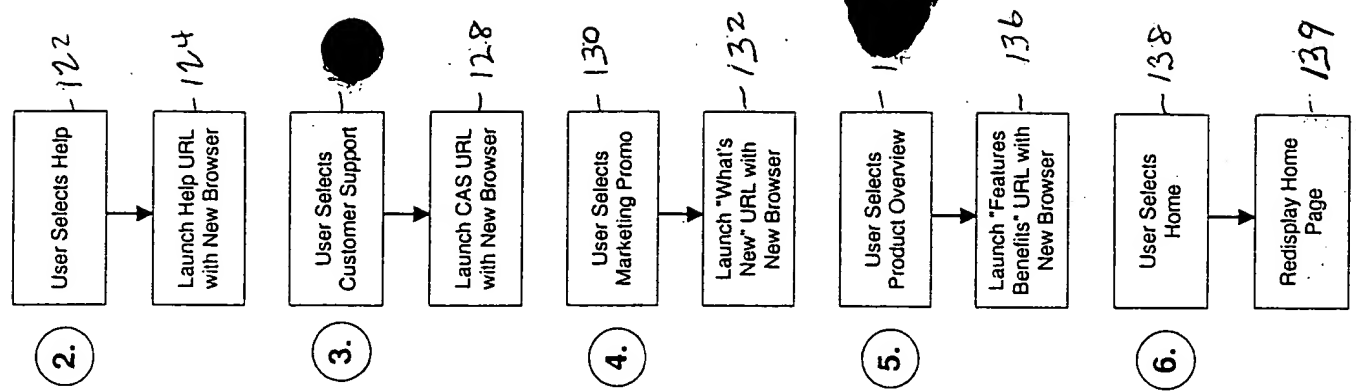
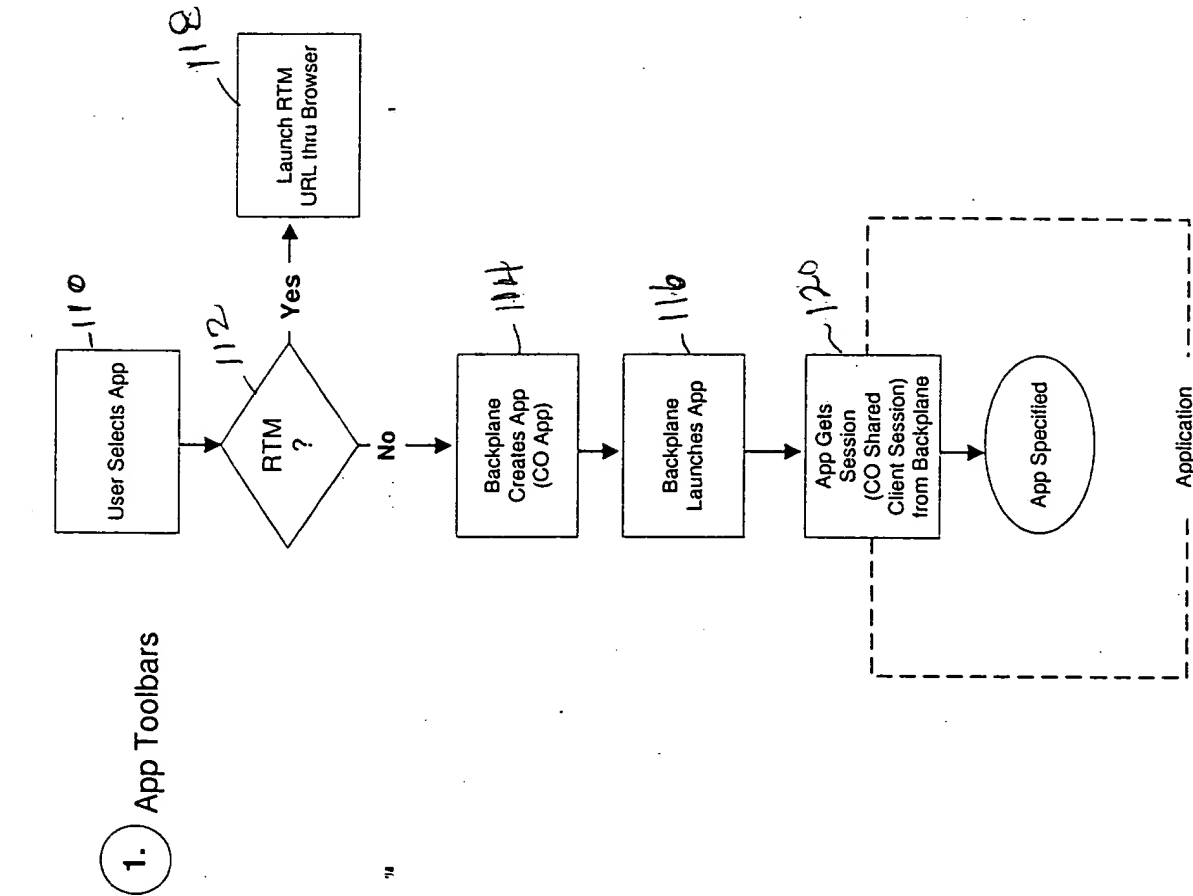


Figure 6

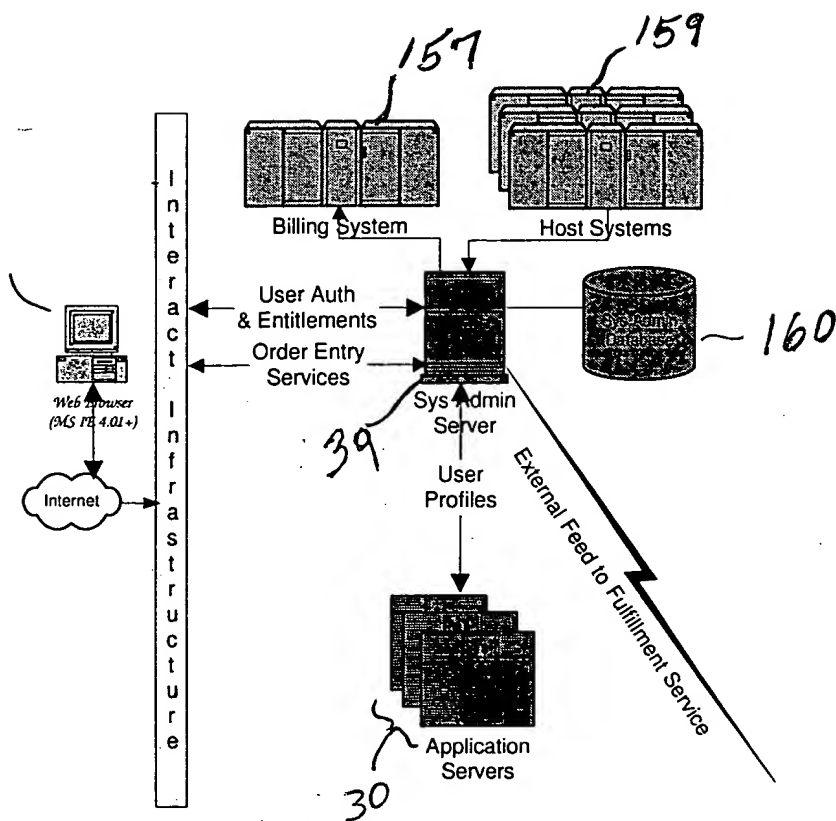
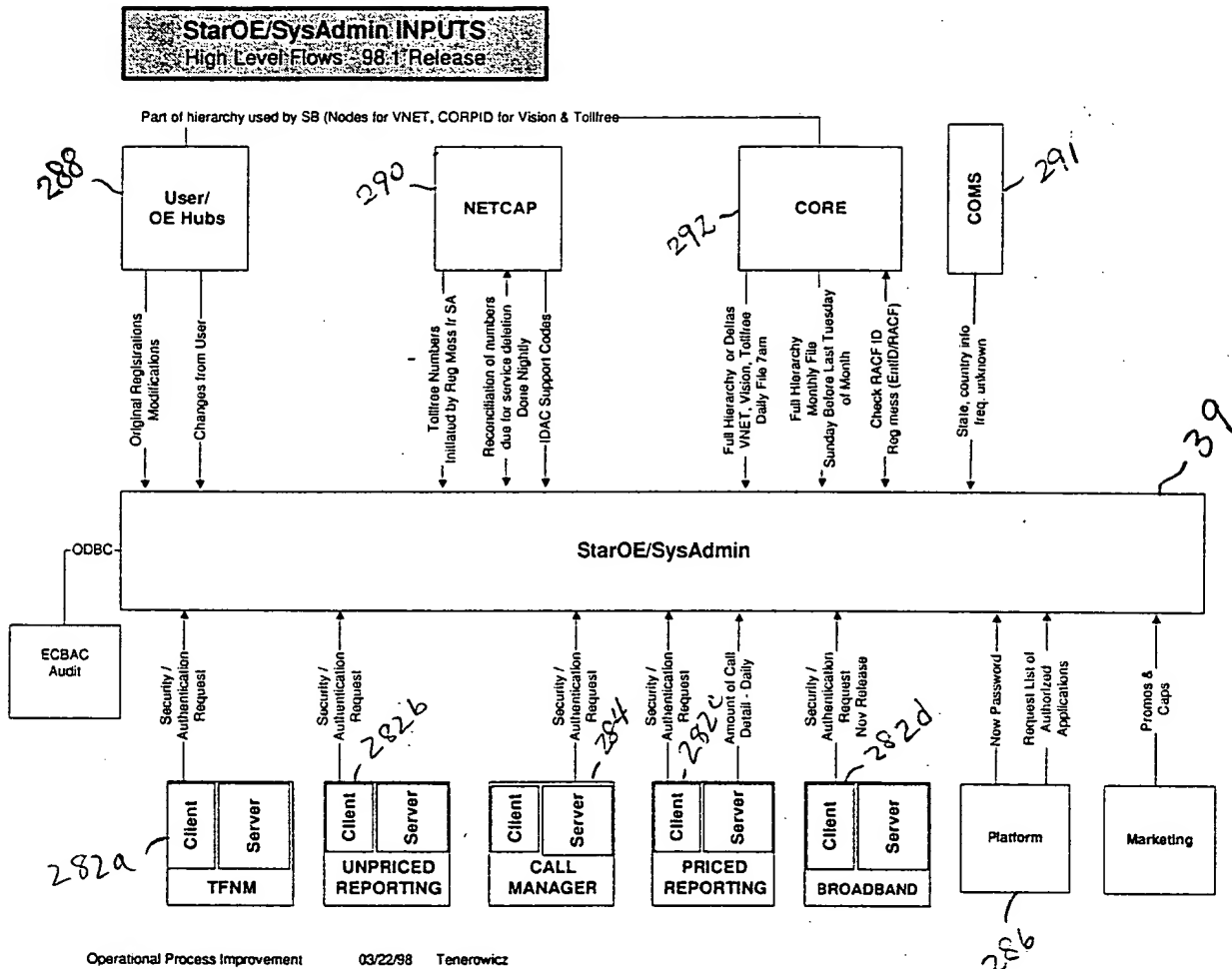


Figure 7

9544260-06365160



Operational Process Improvement

03/22/98 Tenerowicz

Figure 8

864260-565750

**StarOE/SysAdmin OUTPUTS**  
High Level Flows 98.4 Release

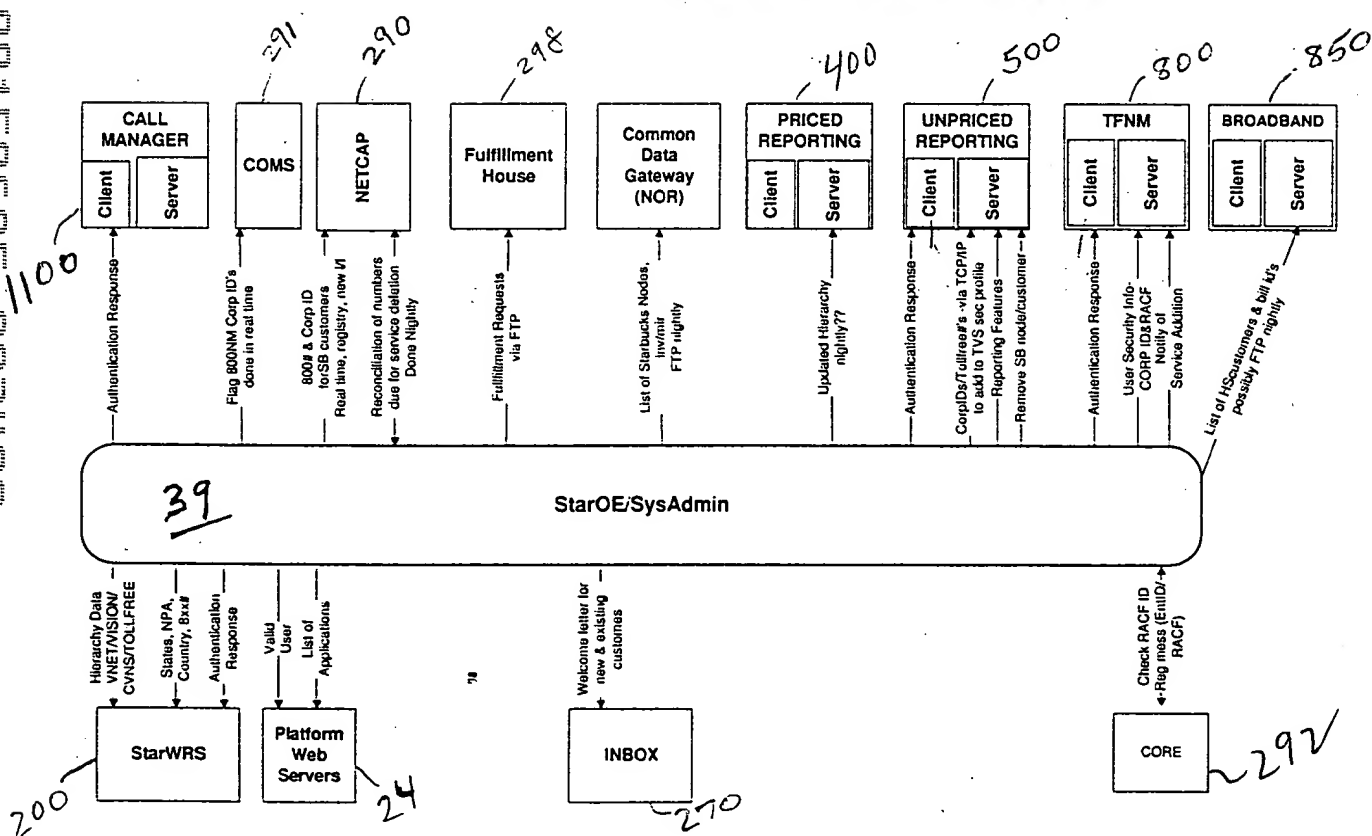


Figure 9



0915995-09498  
064260-56965160

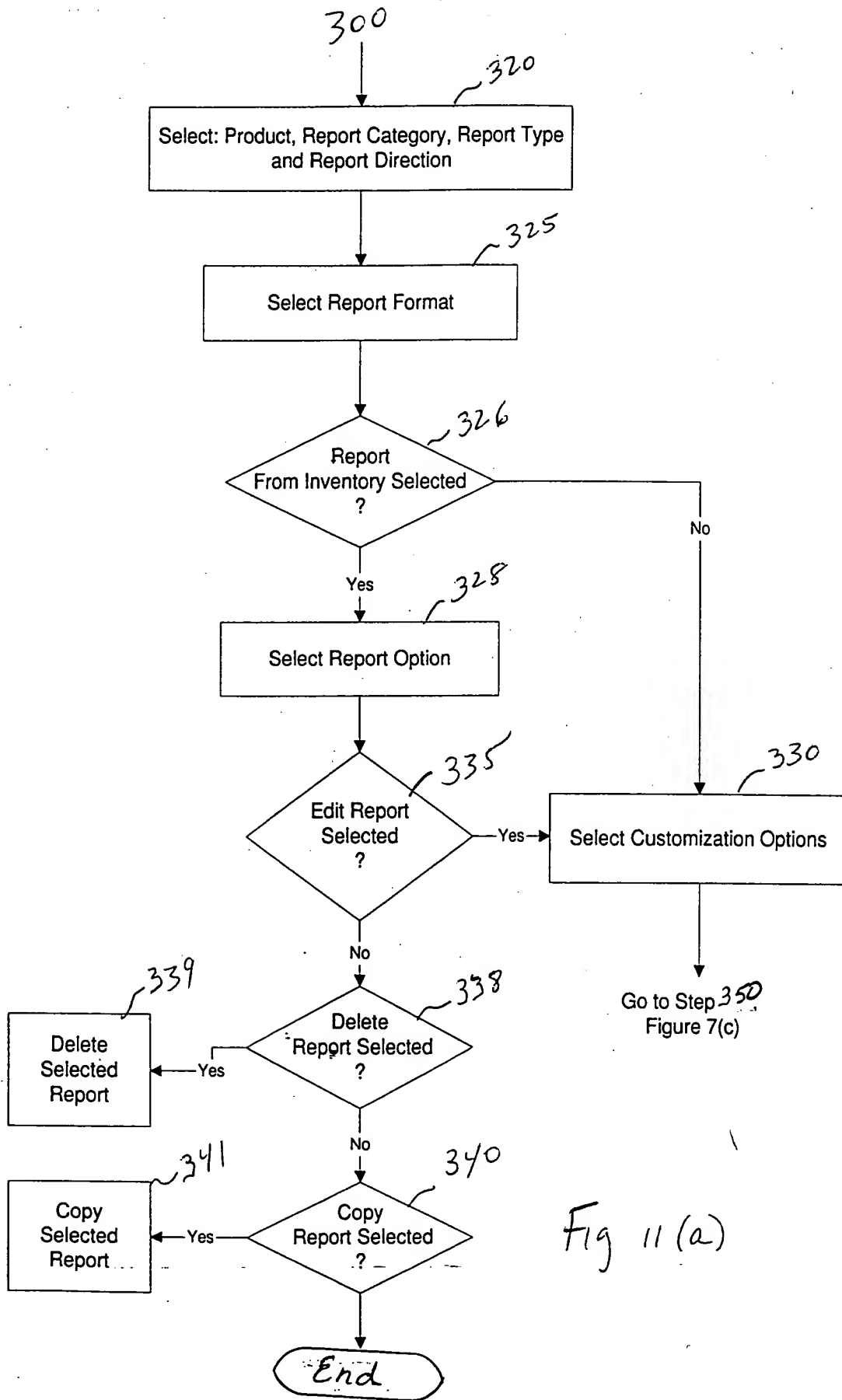


Fig 11(a)



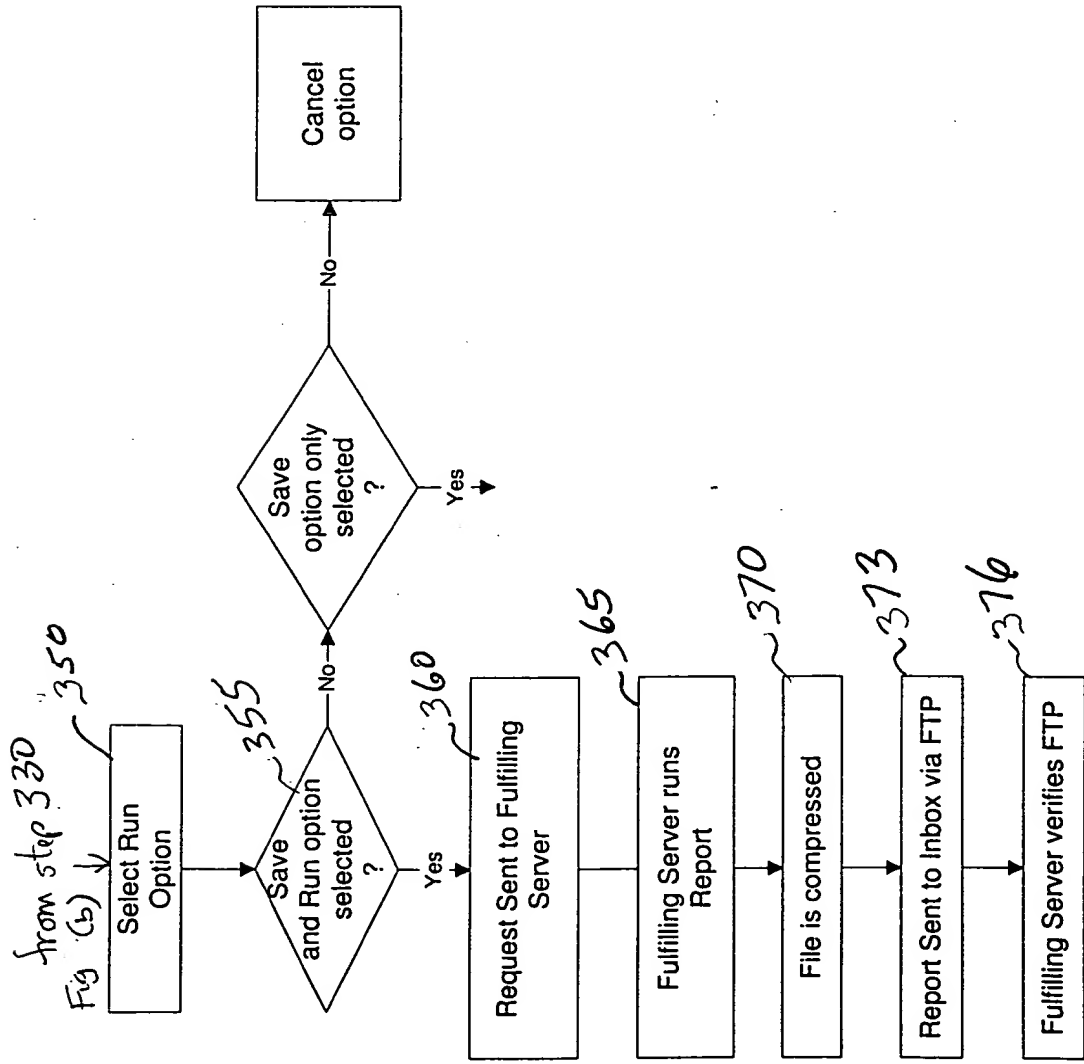


Fig 11(b)

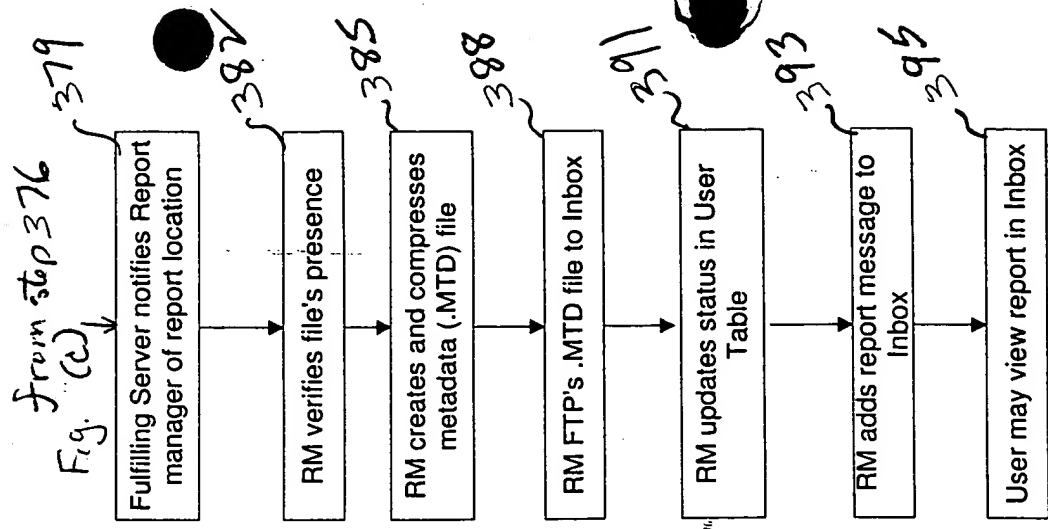


Fig 11(c)

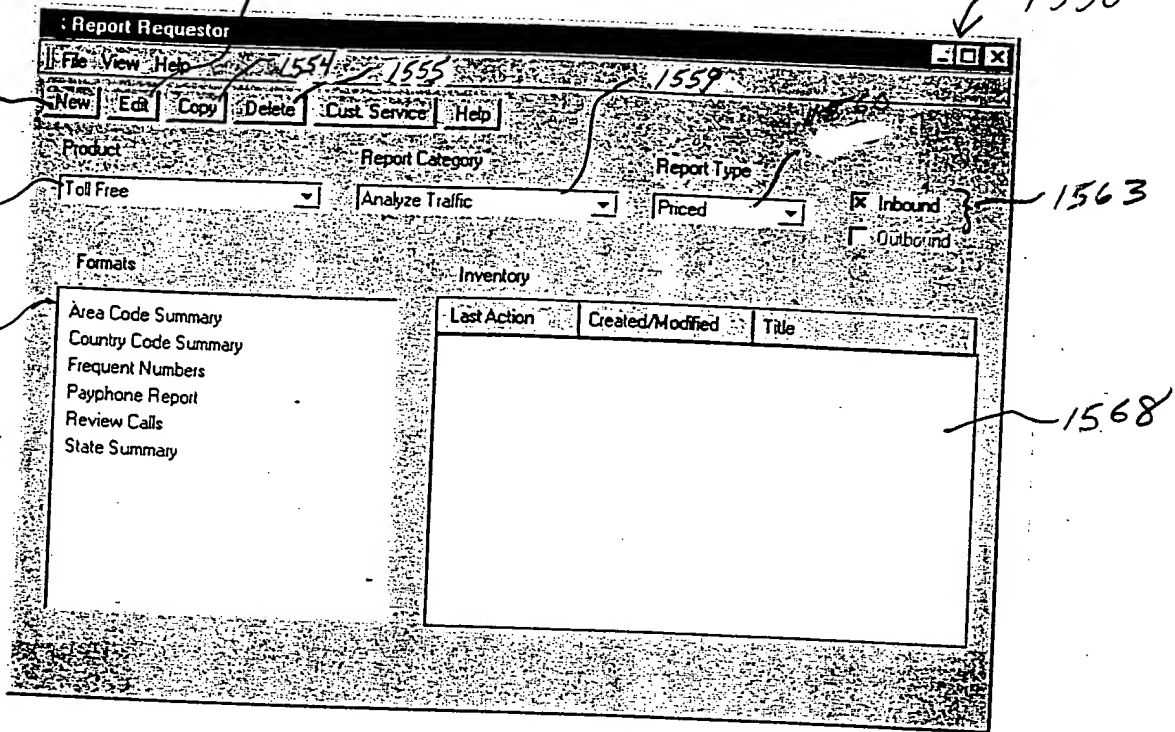


Fig. 12 (a)

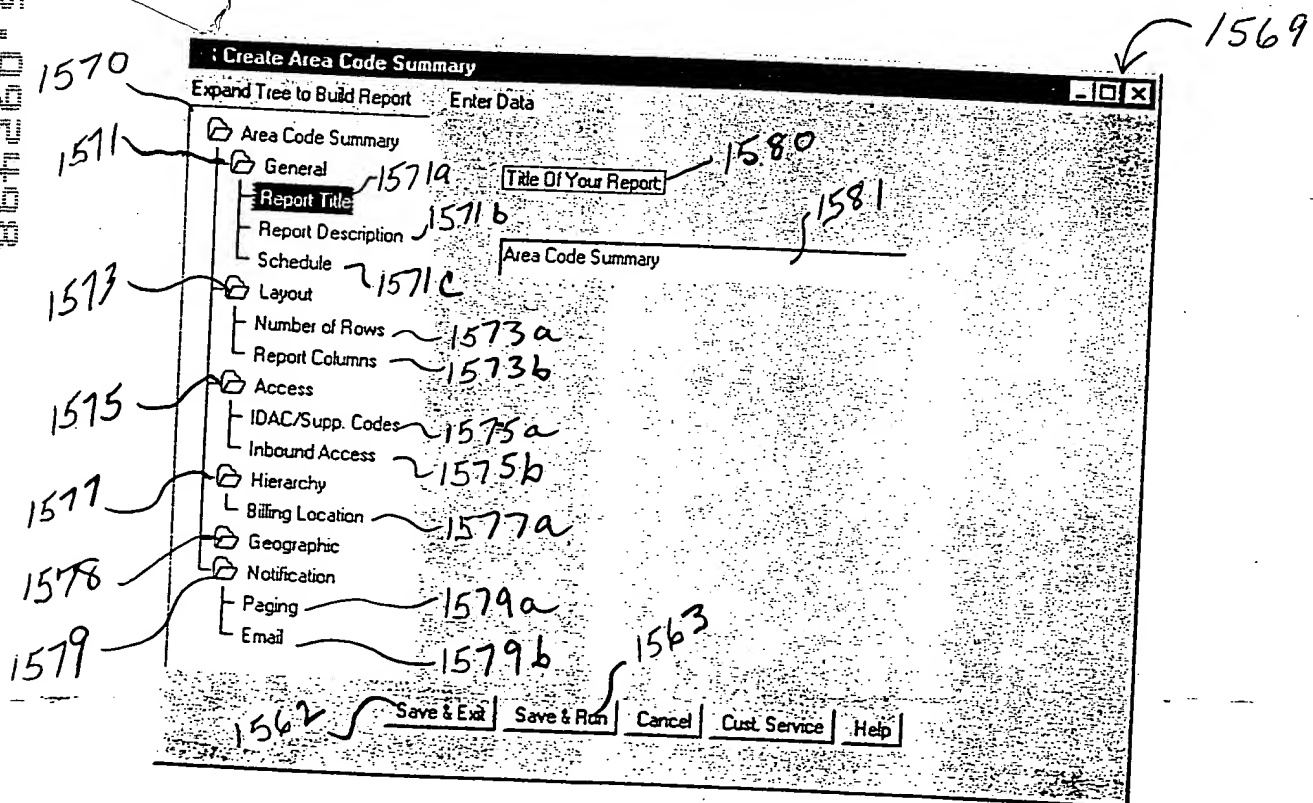


Fig. 12 (b)

**Create Area Code Summary**

Expand Tree to Build Report

- Area Code Summary
  - General
  - Report Title
  - Report Description
  - Schedule**
  - Layout
    - Number of Rows
    - Report Columns
  - Access
    - IDAC/Supp. Codes
    - Inbound Access
  - Hierarchy
    - Billing Location
  - Geographic
  - Notification
    - Paging
    - Email

Enter Data

Schedule Type: ☒ Recurring ☐ One Time ☐ Range ☐ Discrete

Time Zone:  1582

Start Time:   1584

End Time:   1584

Start Date:  1585

End Date:  1585

Buttons: Save & Exit, Save & Run, Cancel, Cust. Service, Help

Fig. 12 (c)

**Create Area Code Summary**

Expand Tree to Build Report

- Area Code Summary
  - General
  - Report Title
  - Report Description
  - Schedule
  - Layout
    - Number of Rows
    - Report Columns**
  - Access
    - IDAC/Supp. Codes
    - Inbound Access
  - Hierarchy
    - Billing Location
  - Geographic
  - Notification
    - Paging
    - Email

Columns 1587

Selecting Report Columns

Available Columns

Selected Columns

- Orig Area Cd
- Orig State
- Calls
- % Calls
- Minutes
- % Min
- Amount
- % Amt
- Avg Min/Call
- Avg Amt/Call
- Avg Min/Amt

Buttons: Add >, < Remove

Up, Down

Orig Area Cd	Orig State	Calls	% Calls	Minutes	% Min	Amount	% Amt	A
one	two	three	four	five				

Buttons: Save & Exit, Save & Run, Cancel, Cust. Service, Help

Fig. 12 (d)

**Create Area Code Summary**

Expand Tree to Build Report

- Area Code Summary
  - General
    - Report Title
    - Report Description
    - Schedule
  - Layout
    - Number of Rows
    - Report Columns**
  - Access
    - IDAC/Supp. Codes
    - Inbound Access
  - Hierarchy
    - Billing Location
  - Geographic
  - Notification
  - Paging
  - Email

Enter Data

Columns: 1588

Sorts: 1591

Selecting Sort Fields

Primary Sort: Orig Area Cd

Available Sorts:

- Orig State
- Calls
- % Calls
- Minutes
- % Min
- Amount
- % Amt
- Avg Min/Call
- Avg Amt/Call
- Avg Amt/Min

Selected Sorts:

- (0) Orig Area Cd

Buttons: Up, Down, Asc, Desc

Break on Primary Sort, Subtotal on Calls, Minutes and Amount

Totals

Save & Exit Save & Run Cancel Cust. Service Help

Fig 12(e)

**Create Area Code Summary**

Expand Tree to Build Report

- Area Code Summary
  - General
    - Report Title
    - Report Description
    - Schedule
  - Layout
    - Number of Rows
    - Report Columns
  - Access
    - IDAC/Supp. Codes
    - Inbound Access**
  - Hierarchy
    - Billing Location
  - Geographic
  - Notification
  - Paging
  - Email

Enter Data

Inbound Access: 1601

Buttons: Add, Remove, Add All, Remove All

Save & Exit Save & Run Cancel Cust. Service Help

Fig 12(f)

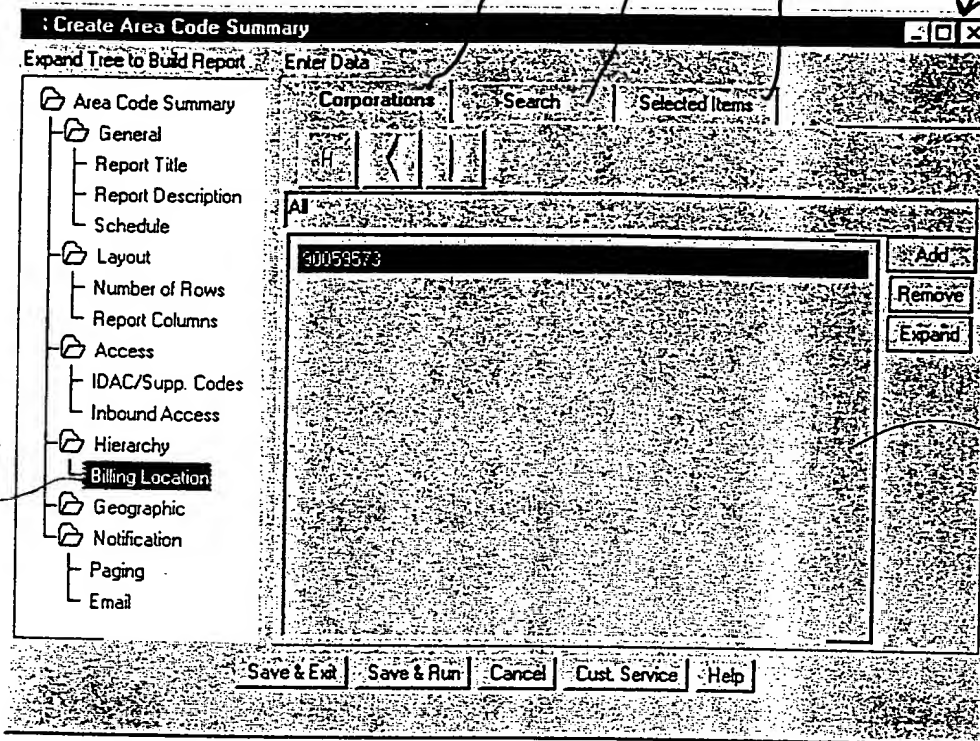


Fig 12(g)

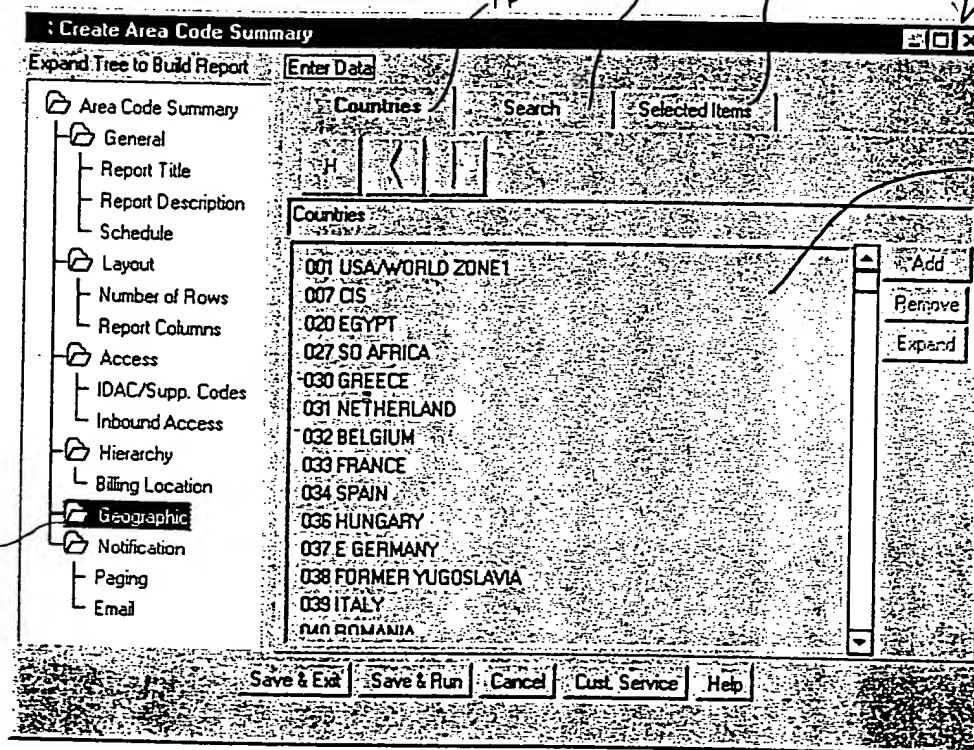


Fig 12(h)

864260-09498

861260-09159695-091498

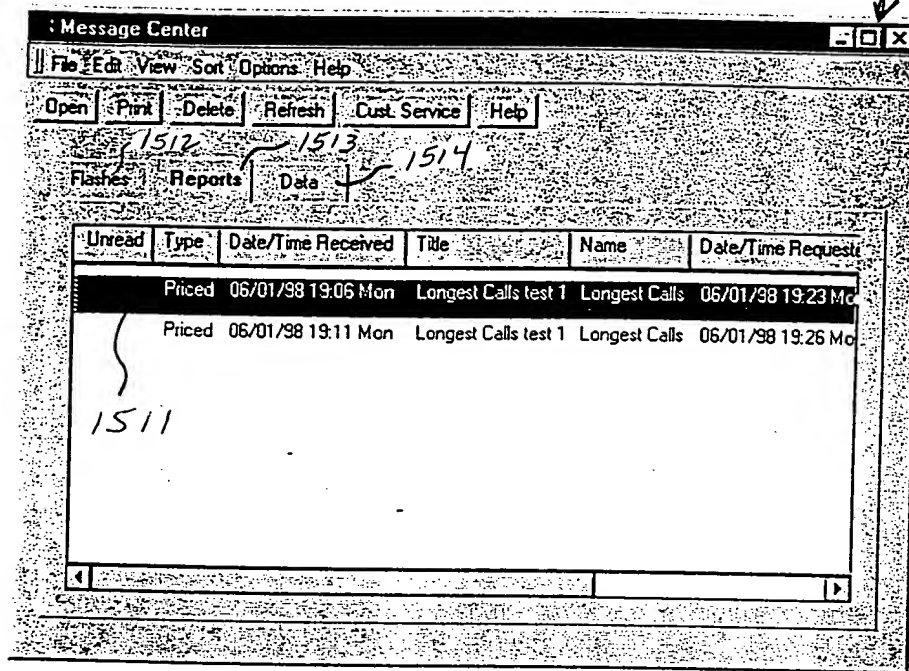


Fig. 13 (a)

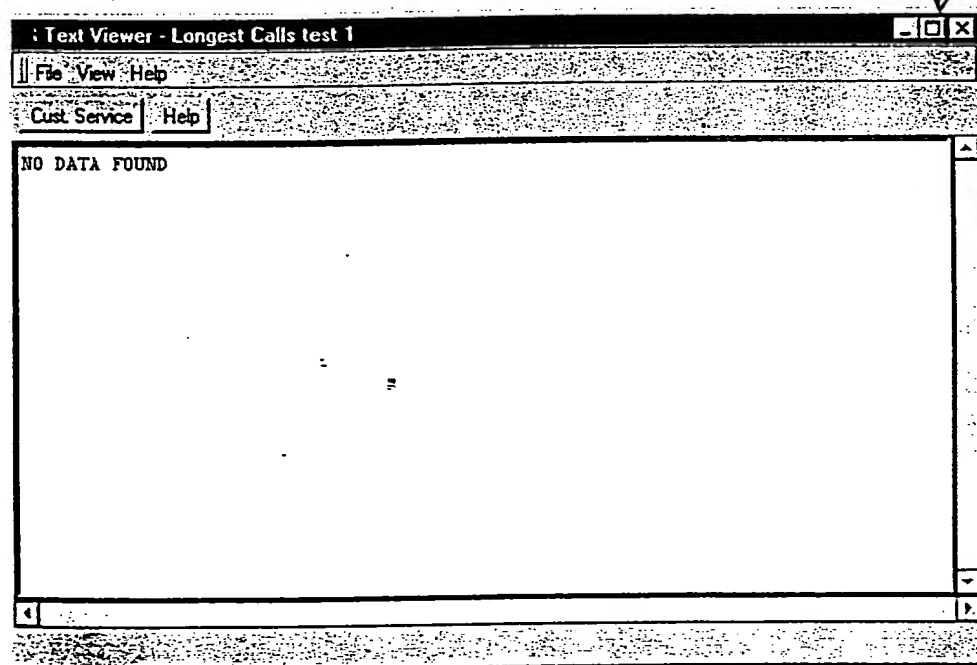
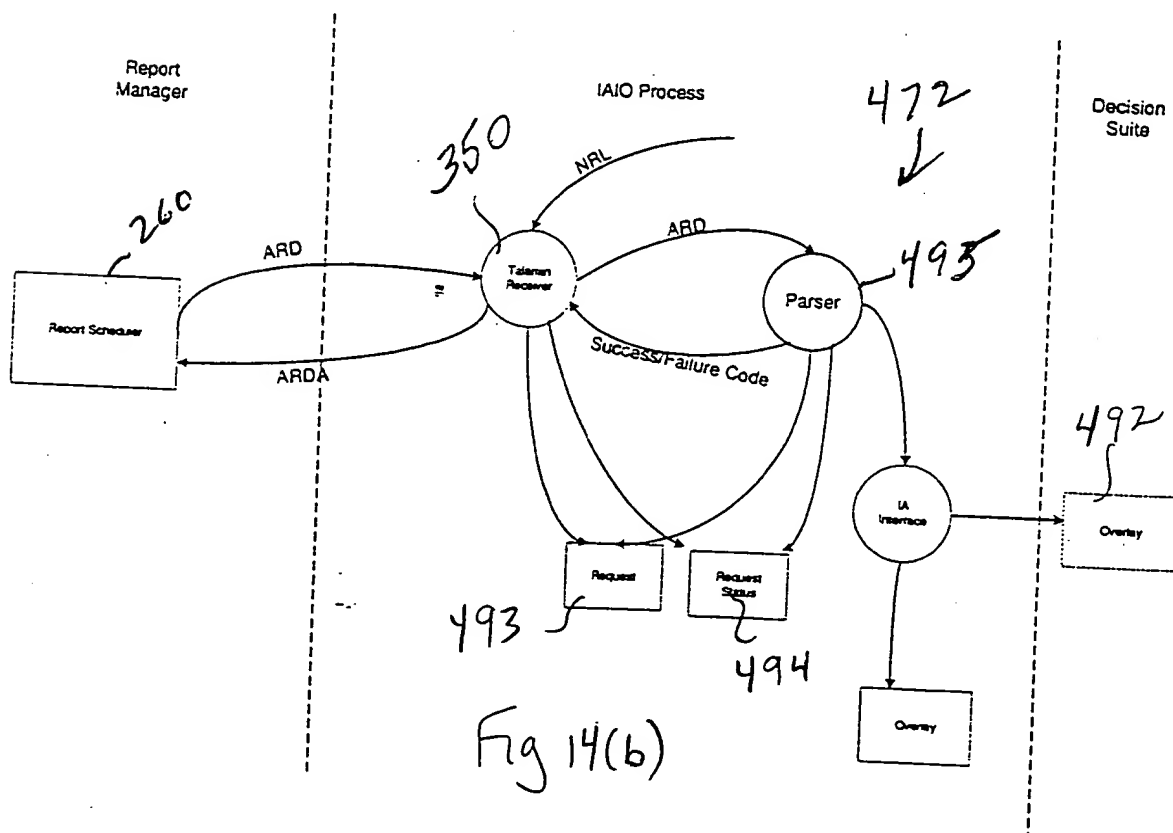
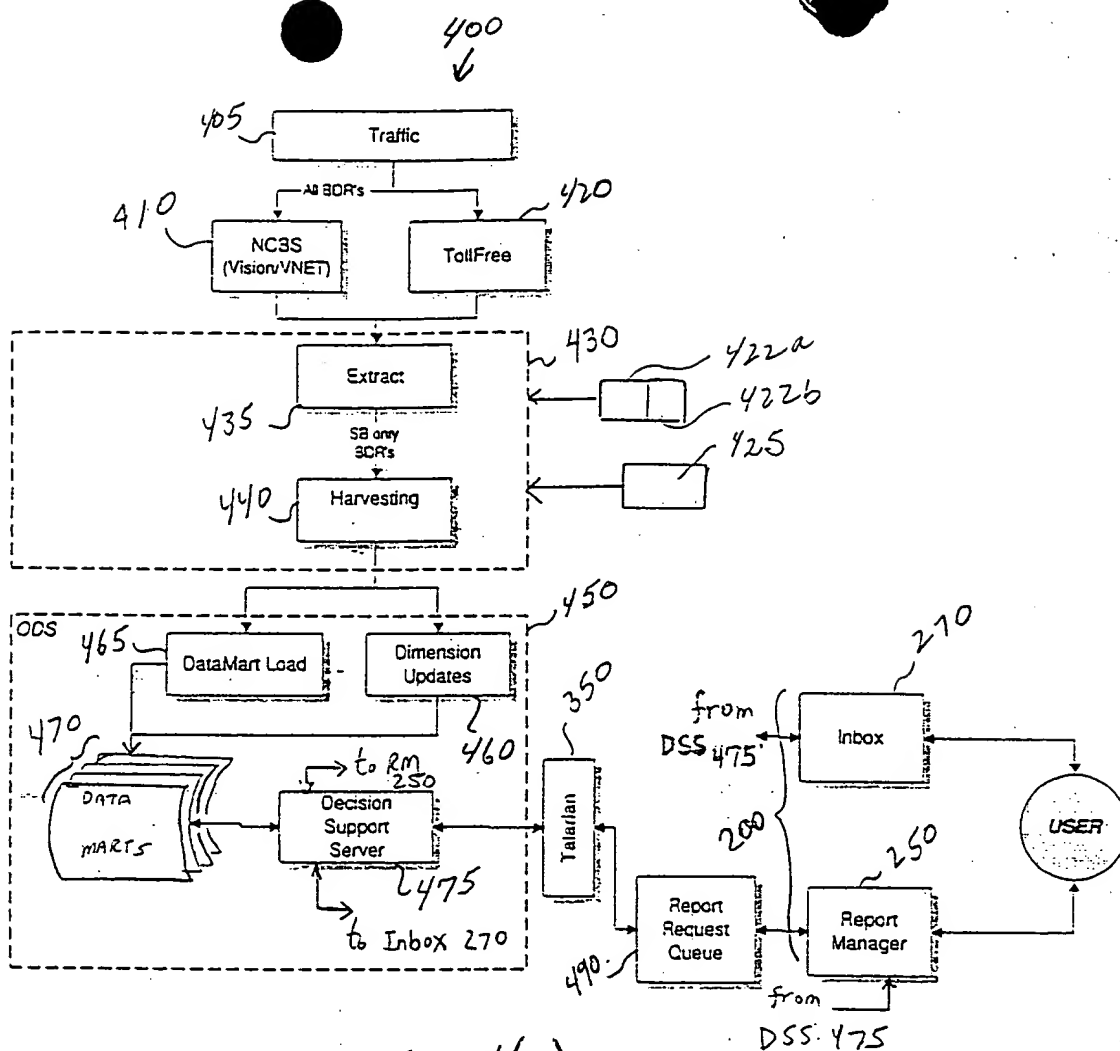


Fig 13 (b)



600

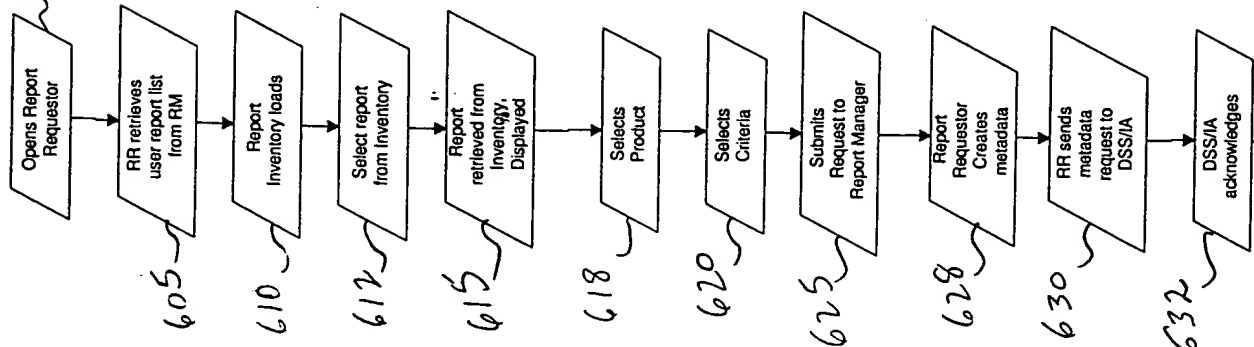
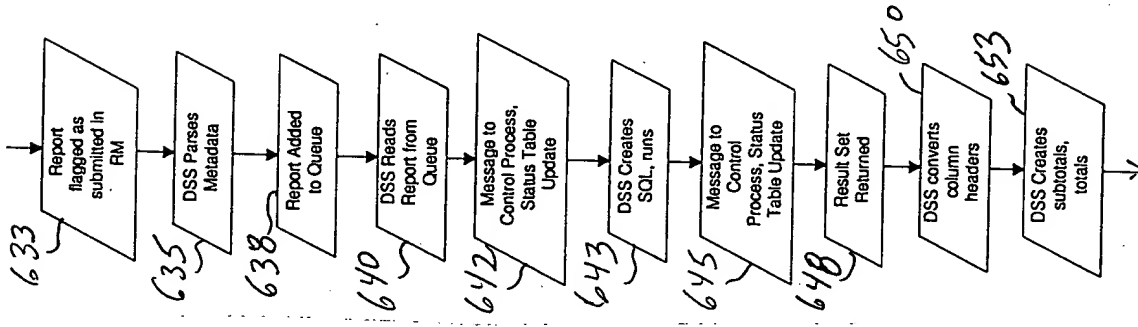


Fig 15(a) goto step 633, Fig 15(b)

602 854260" 56955160



goto step 655, Fig 15(c)

Fig 15(b)

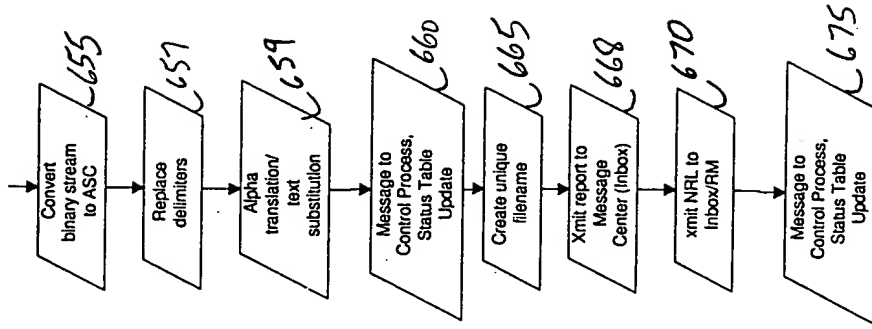


Fig 15(c)



00159695.092498

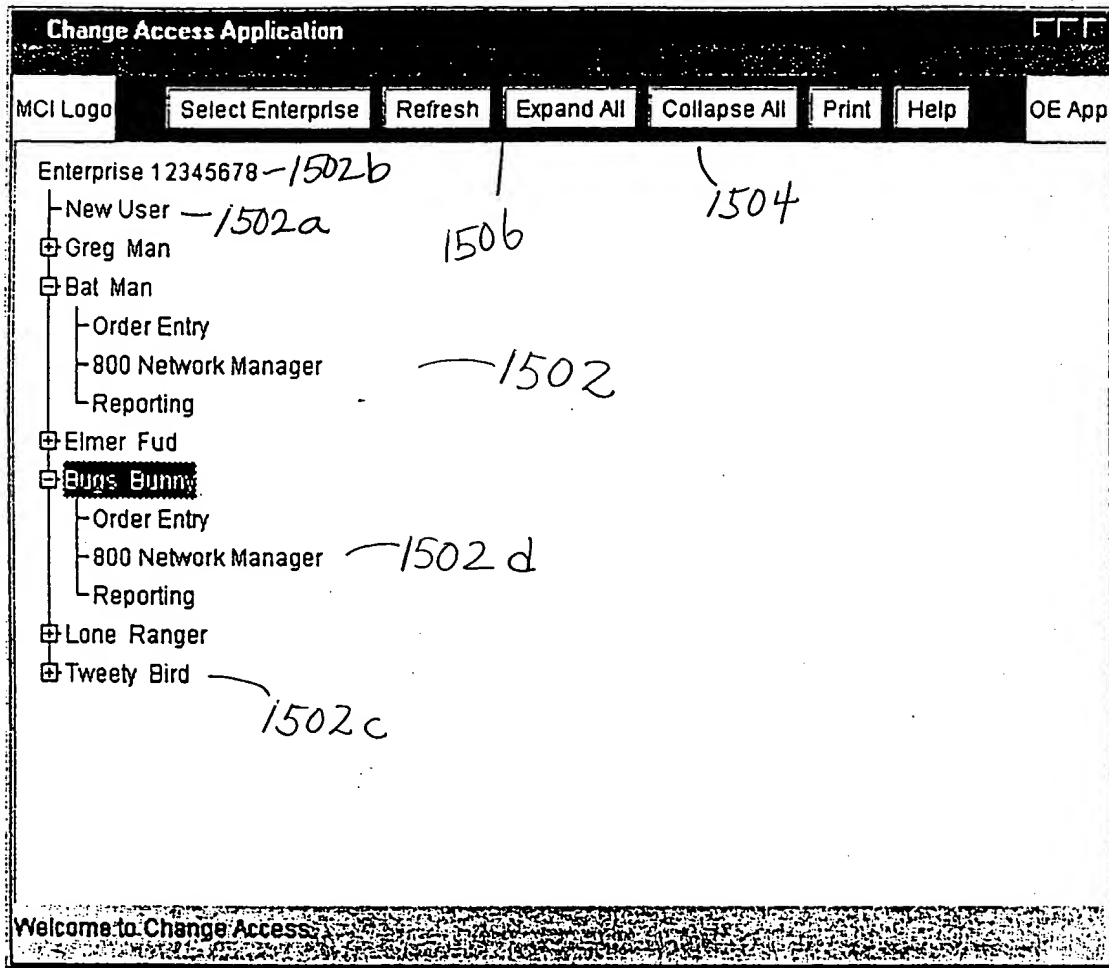


Figure 16

864260" 56965T60

1540

Toll Free Report Access

Enterprise 12345678 Allyn Test Enterprise

43215678

99998888

36475873

96871627

98761234

800 454-7384 <UR, UCD>

800 678-8294

800 873-1287 <UR>

800 576-9487

800 574-1243 <UR, UCD>

800 985-4683 <UR, UCD> <inactive>

Toll Free Report Options

Unpublished Reports

Published Reports

1542

1544

1546

1548

1541

Figure 17

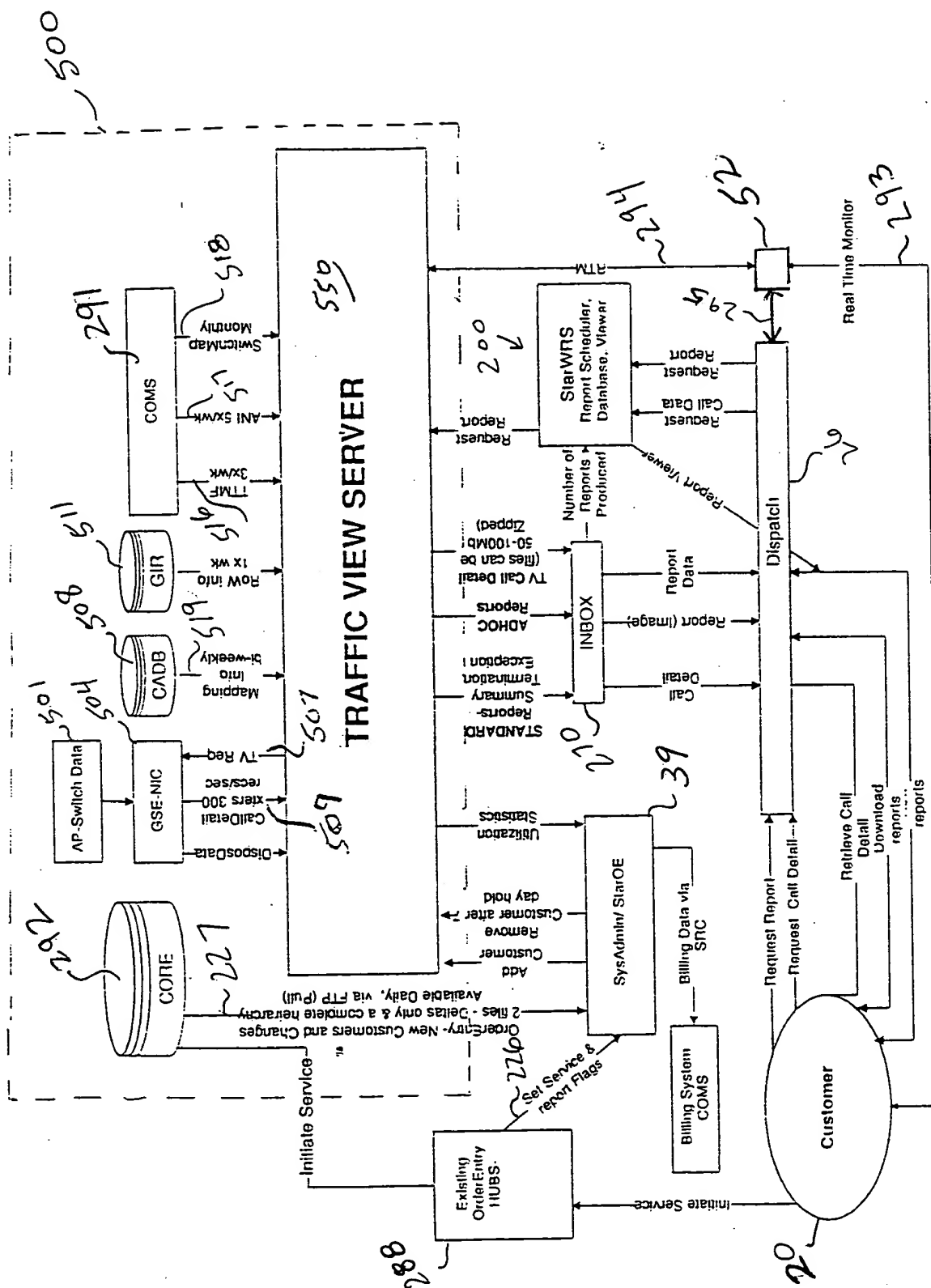


Fig. 18

20150605-042640

Fig. 19

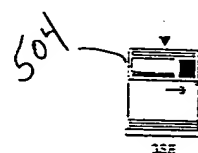
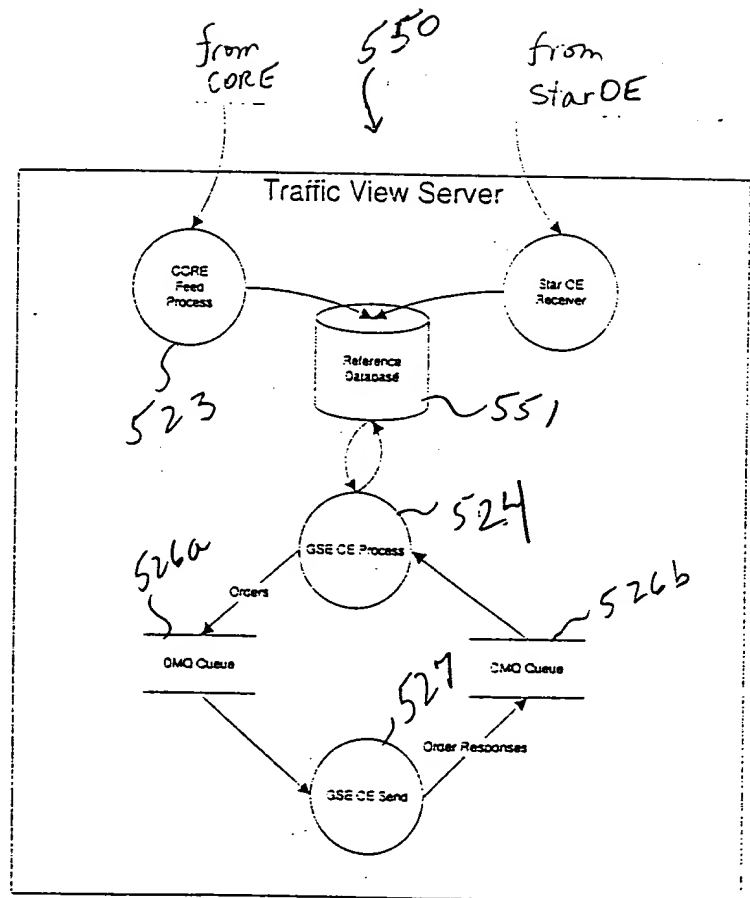
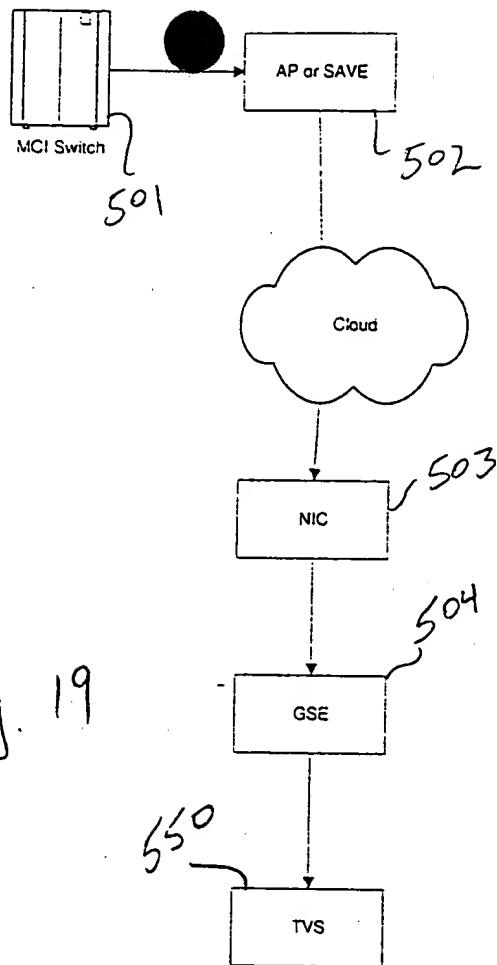
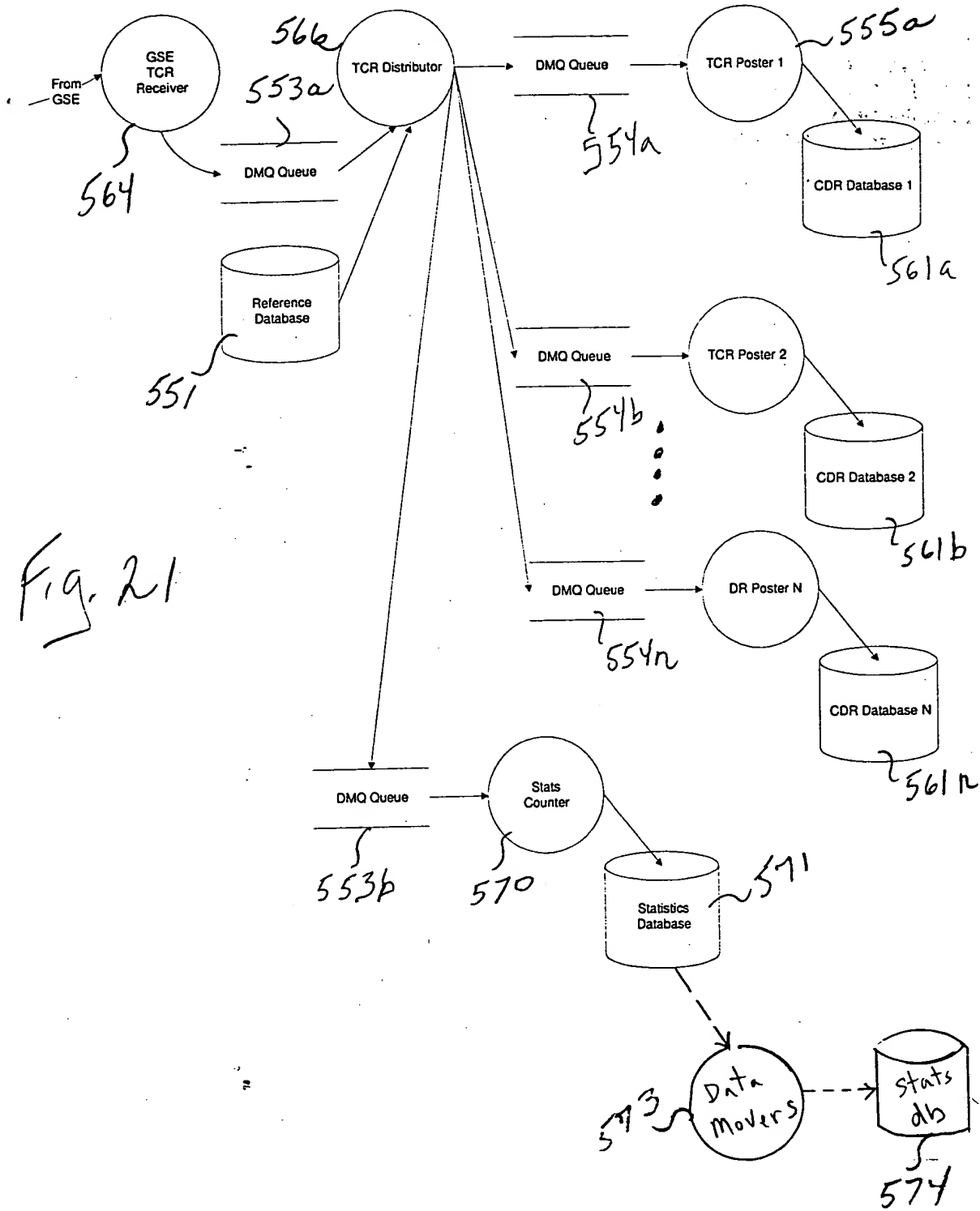
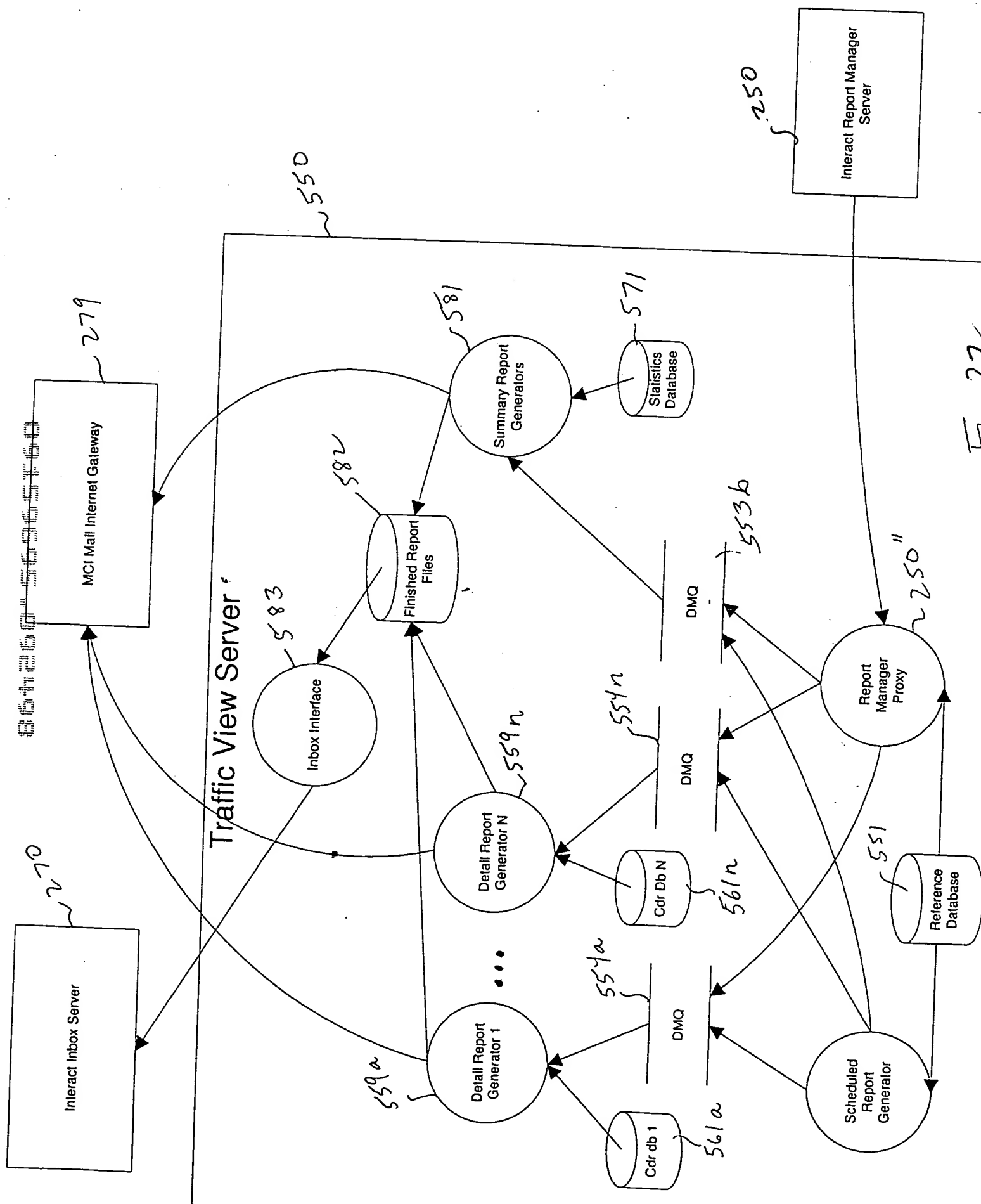
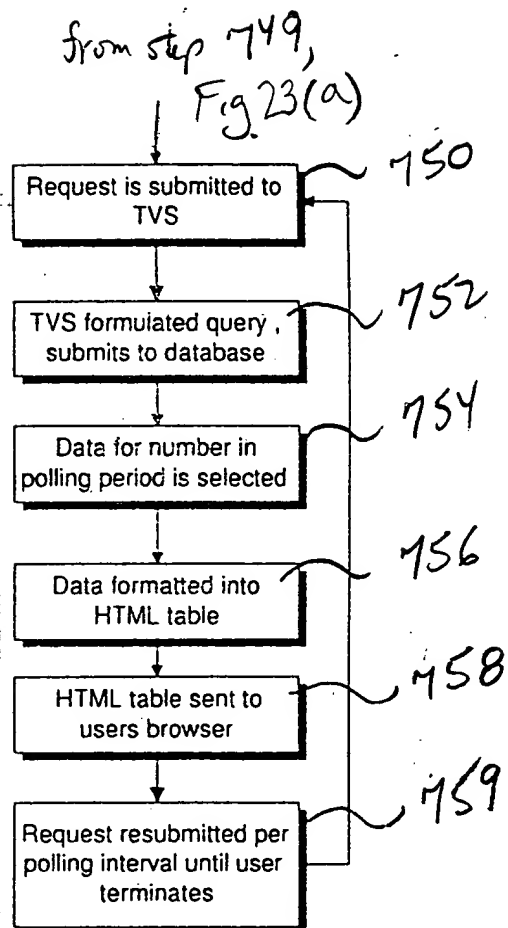
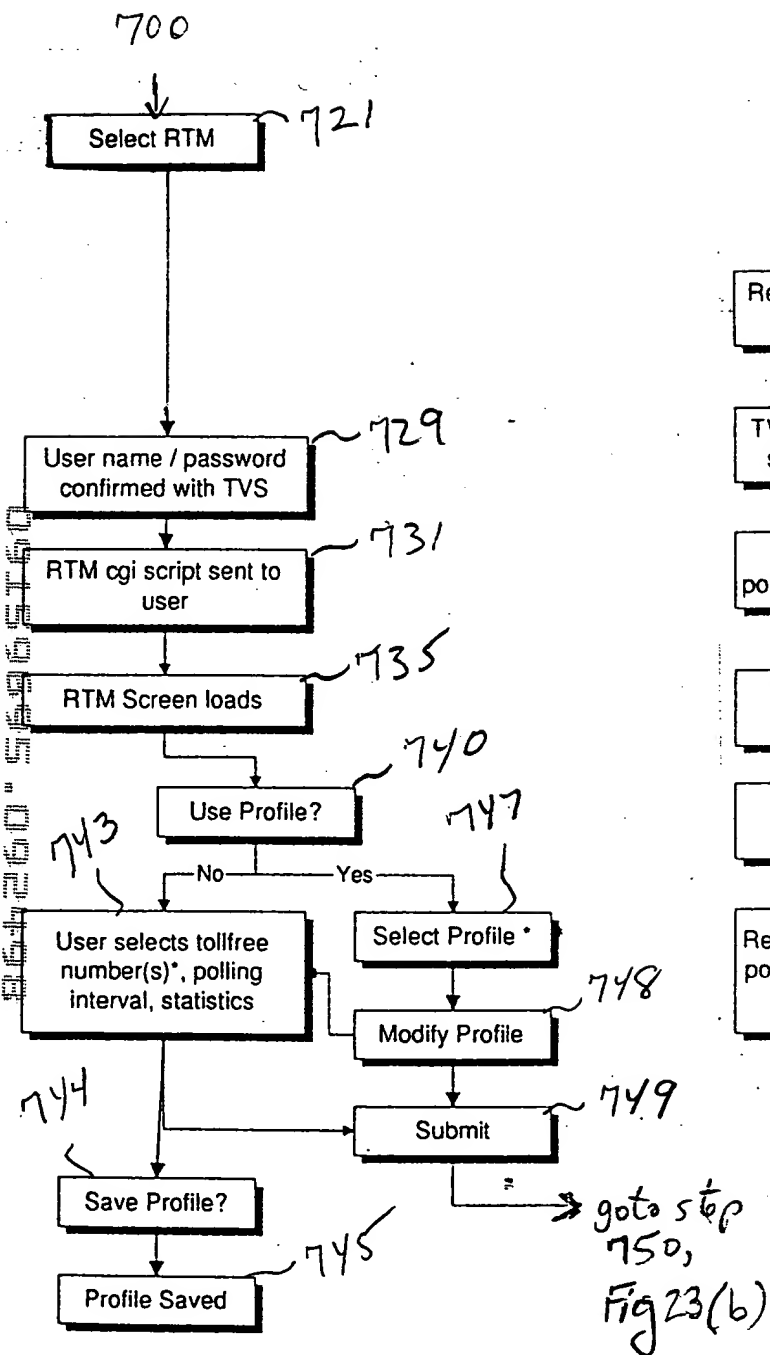


Fig 20







760 →

Profile	Action
SADB	Activate Edit Delete
SADB/MCMAIL	Activate Edit Delete
test	Activate Edit Delete

762 763 764 766 768 769

FIG 23(c)

770 →

771 772 774 776 775a 775b

FIG 23(d)



09159695 092498 864260

780 →

782

784

786

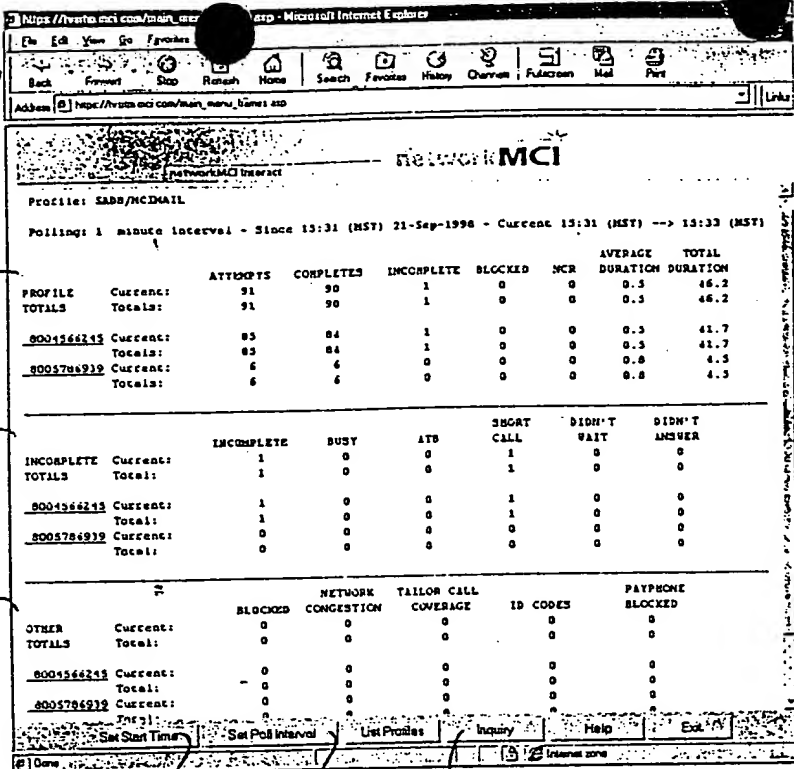


FIG 23(e)

790 →

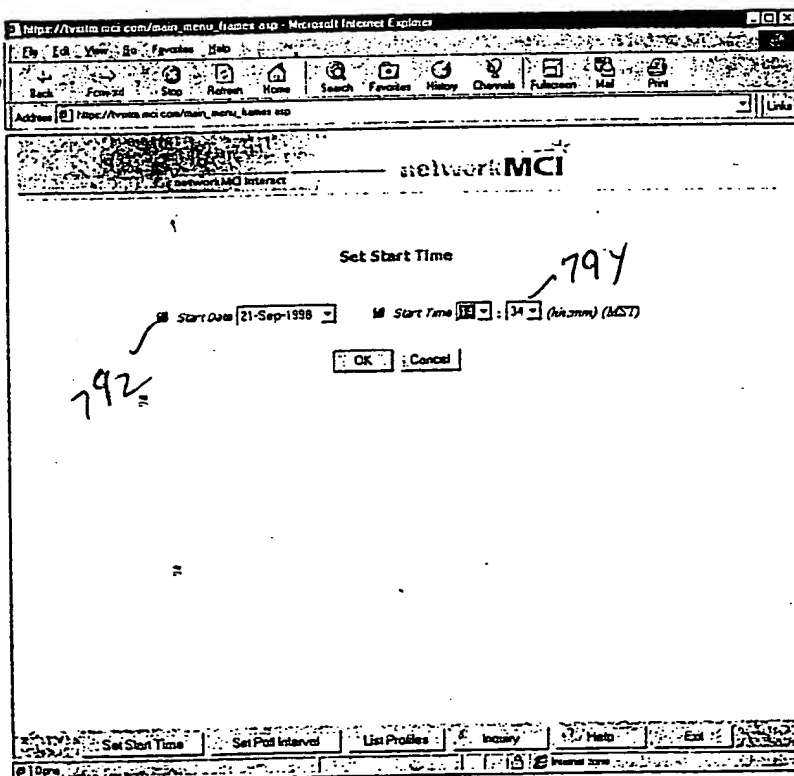


FIG 23(f)

015650" 56965160

795 →

https://www.mci.com/main\_menu\_frames.asp - Microsoft Internet Explorer

Address: https://www.mci.com/main\_menu\_frames.asp

networkMCI

Set Polling Interval

796 Polling Interval: 5

OK Cancel

Set Start Time Set Poll Interval List Profiles Inquiry Help Exit

Done Internet zone

FIG 23 (g)

797 →

https://www.mci.com/main\_menu\_frames.asp - Microsoft Internet Explorer

Address: https://www.mci.com/main\_menu\_frames.asp

networkMCI

762 RTM Inquiry  
Profile: SAOB/MCI.MAL

Inbound Number: 800.851.2255 Time Zone: (GMT-07:00) Mountain Time (US & Canada)

Start Date: 20-Sep-1998 Start Time: 15:37 (Automatic)

End Date: 21-Sep-1998 End Time: 15:37 (Automatic)

Report Size Limit: 100 rows

Call Disposition:

☐ Selected All

☐ Answered ☐ Ring No Answer ☐ Didn't Wait ☐ Didn't Answer

☐ Supp Code Blocked ☐ Out of Band Blocked ☐ NCS Reject ☐ NCS Blocked

☐ Switch Control Blocked ☐ Network Blocked ☐ Busy ☐ All Trunks Busy

☐ Dialed Number Failure ☐ Range Privilege Failure ☐ Payphone Blocked

Submit Cancel

777

778

Back to Polling List Profiles Help Exit

Done Internet zone

FIG 23 (h)

[http://ivrtm.mci.com/main\\_menu\\_frames.asp](http://ivrtm.mci.com/main_menu_frames.asp) - Microsoft Internet Explorer

[File](#) [Edit](#) [View](#) [Go](#) [Favorites](#) [Help](#)

[Back](#) [Forward](#) [Stop](#) [Refresh](#) [Home](#) [Search](#) [Favorites](#) [History](#) [Channels](#) [Full Screen](#) [Mail](#) [Print](#)

Address [http://ivrtm.mci.com/main\\_menu\\_frames.asp](http://ivrtm.mci.com/main_menu_frames.asp)

networkMCI Interact

networkMCI Interact Real-Time Inquiry

21-Sep-1998  
 Inbound Number: 8004566245  
 Time Range: 20-Sep-1998 15:30 (EST) --> 21-Sep-1998 15:37 (EST)

CALL NUMBER	COUNTRY/ STATE	CALL DATE	CONNECT	COGN. TIME	DURA. LOCATION	CALL DISP.	DNIS DIGITS	CDR OFLV	CDR DETAIL	FVS DETAIL
2172337376	IL	20-Sep-1998	15:30	01:05	N1530720	COMP		0	CDR	FVS
6042732732	BC	20-Sep-1998	15:30	00:29	N0607552	COMP		0	CDR	FVS
703091993	VA	20-Sep-1998	15:30	00:28	N0593914	COMP		0	CDR	FVS
2816720544	TX	20-Sep-1998	15:30	00:24	N0611932	COMP		0	CDR	FVS
3129028001	IL	20-Sep-1998	15:30	00:32	N1530720	COMP		0	CDR	FVS
4097221022	TX	20-Sep-1998	15:30	00:13	N0611932	COMP		0	CDR	FVS
7034306193	VA	20-Sep-1998	15:30	00:30	N0593914	COMP		0	CDR	FVS
7705595212	GA	20-Sep-1998	15:30	00:29	N0611932	COMP		0	CDR	FVS
3054416520	FL	20-Sep-1998	15:30	00:21	N0611932	COMP		0	CDR	FVS
3036442000	CO	20-Sep-1998	15:30	00:35	N0607552	COMP		0	CDR	FVS
1029649483	NE	20-Sep-1998	15:30	00:32	N1530720	COMP		0	CDR	FVS
3144214600	BO	20-Sep-1998	15:30	00:31	N1530720	COMP		0	CDR	FVS
2120463000	MT	20-Sep-1998	15:30	00:26	N0593914	COMP		0	CDR	FVS
7139463882	TX	20-Sep-1998	15:30	00:24	N0611932	COMP		0	CDR	FVS
6042732732	BC	20-Sep-1998	15:30	00:29	N0607552	COMP		0	CDR	FVS
4103377125	PA	20-Sep-1998	15:30	00:35	N1530720	COMP		0	CDR	FVS
4077832016	FL	20-Sep-1998	15:30	00:29	N0611932	COMP		0	CDR	FVS
5106498089	CA	20-Sep-1998	15:30	00:16	N0607552	COMP		0	CDR	FVS
4029649480	NE	20-Sep-1998	15:30	00:28	N1530720	COMP		0	CDR	FVS
9107624977	NC	20-Sep-1998	15:30	00:20	N0611932	COMP		0	CDR	FVS
3023236195	DE	20-Sep-1998	15:30	00:14	N0593914	COMP		0	CDR	FVS
3107248354	CA	20-Sep-1998	15:30	00:24	N0607552	COMP		0	CDR	FVS
9082721432	NJ	20-Sep-1998	15:30	00:23	N1530720	COMP		0	CDR	FVS

[Back to Polling](#) [List Profiles](#) [Help](#) [Exit](#)

FIG 23(i)

https://vsttm.mci.com/main\_menu\_frames.asp - Microsoft Internet Explorer

File Edit View Go Favorites Help

Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Print

Address [https://vsttm.mci.com/main\\_menu\\_frames.asp](https://vsttm.mci.com/main_menu_frames.asp) Links

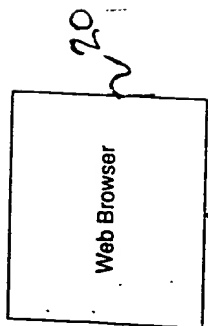
**network MCI**  
the network MCI interact

**Call Detail**

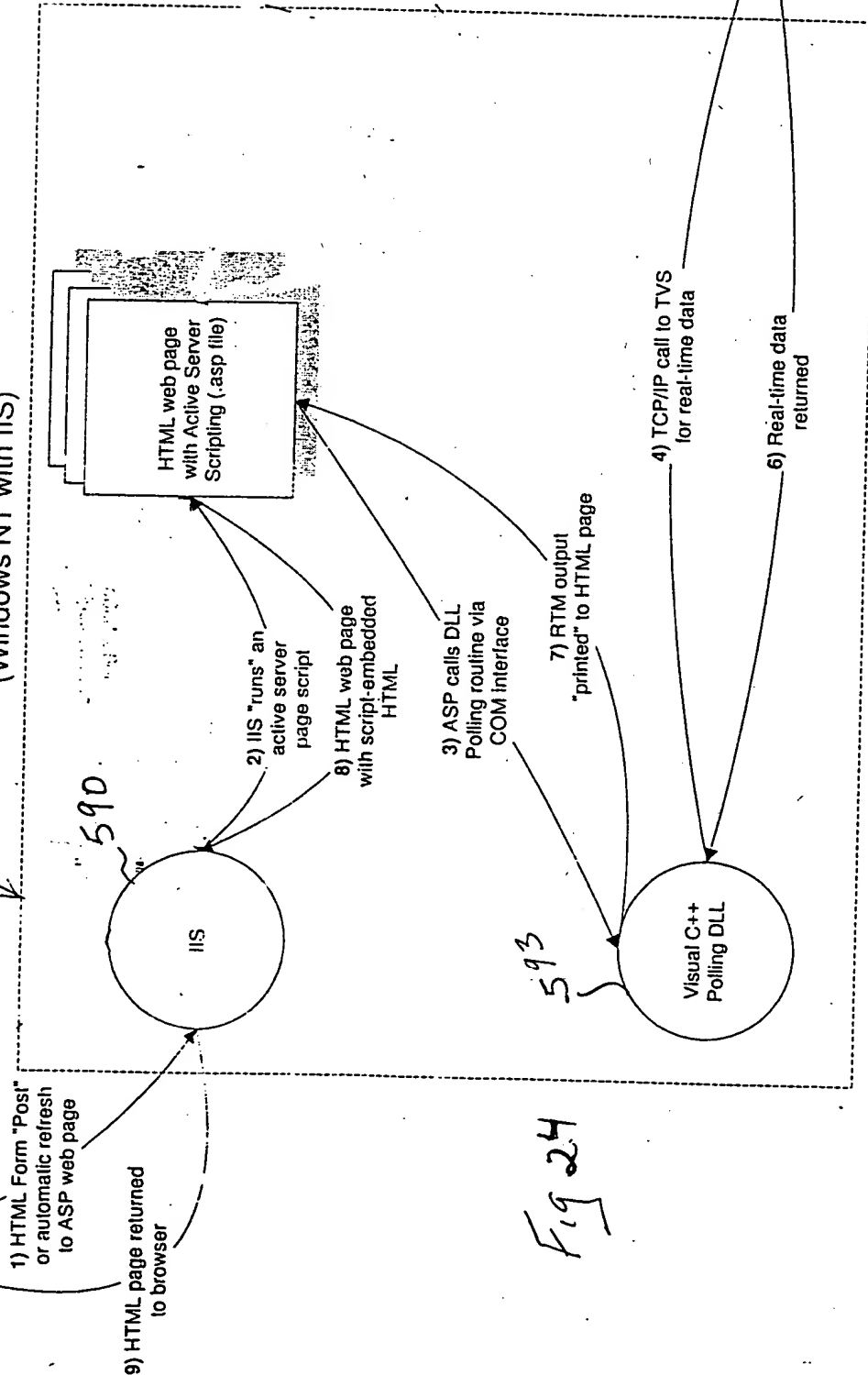
Dialed Number:	8004566245	Calling Number:	2172337376
Disposition:	COMP	Connect Time:	20-Sep-1998 15:30 MST
Answer Time:	20-Sep-1998 15:30 MST	Disconnect Time:	20-Sep-1998 15:31 MST
Network Call Setup:	1	Call Duration:	01:05
Location:	N1538728	Suppcode Digits:	
DNIS Digits:		OFLW Reason:	0
OFLW Count:	0	OFLW Fault:	0

Back to Inquiry Next COR

FIG 23(j)



52 TrafficView Web Server  
(Windows NT with IIS)



550 TrafficView Server  
(OpenVMS Alpha)

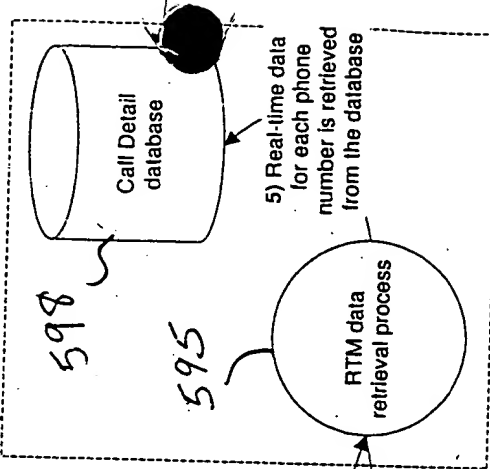
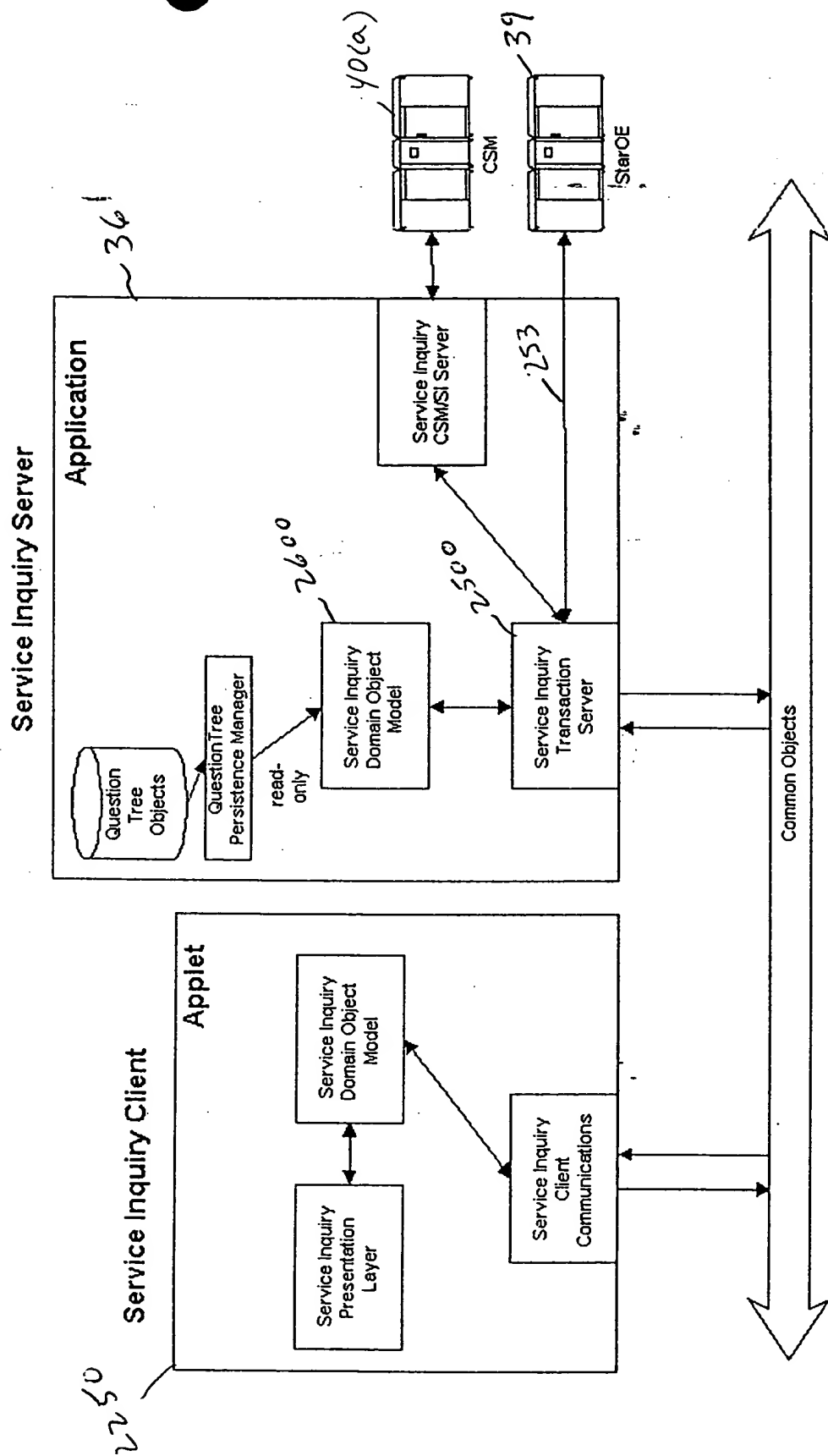
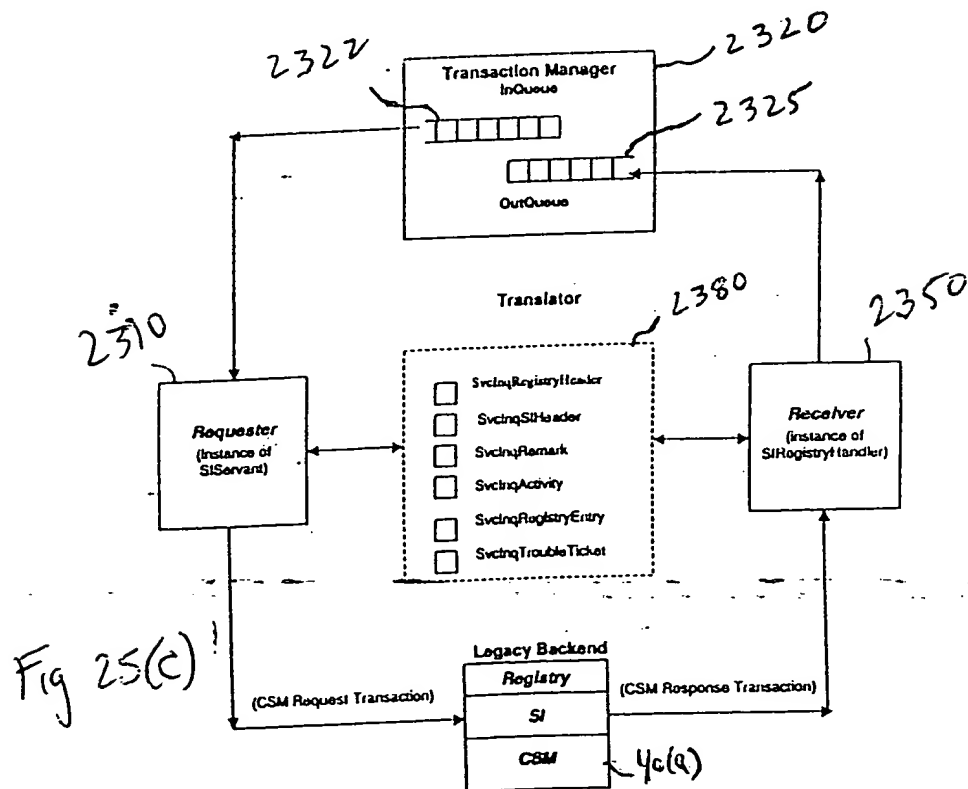
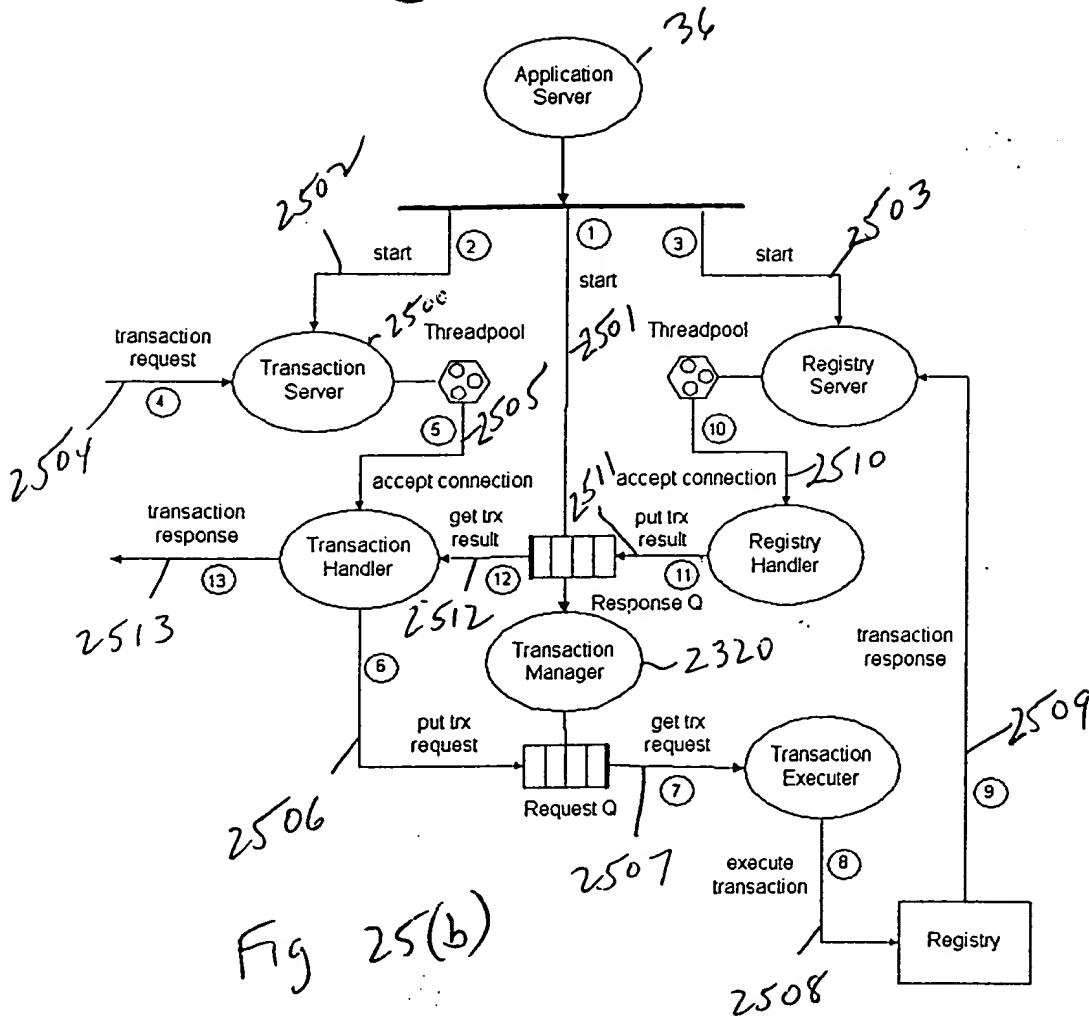


Fig 24

2200





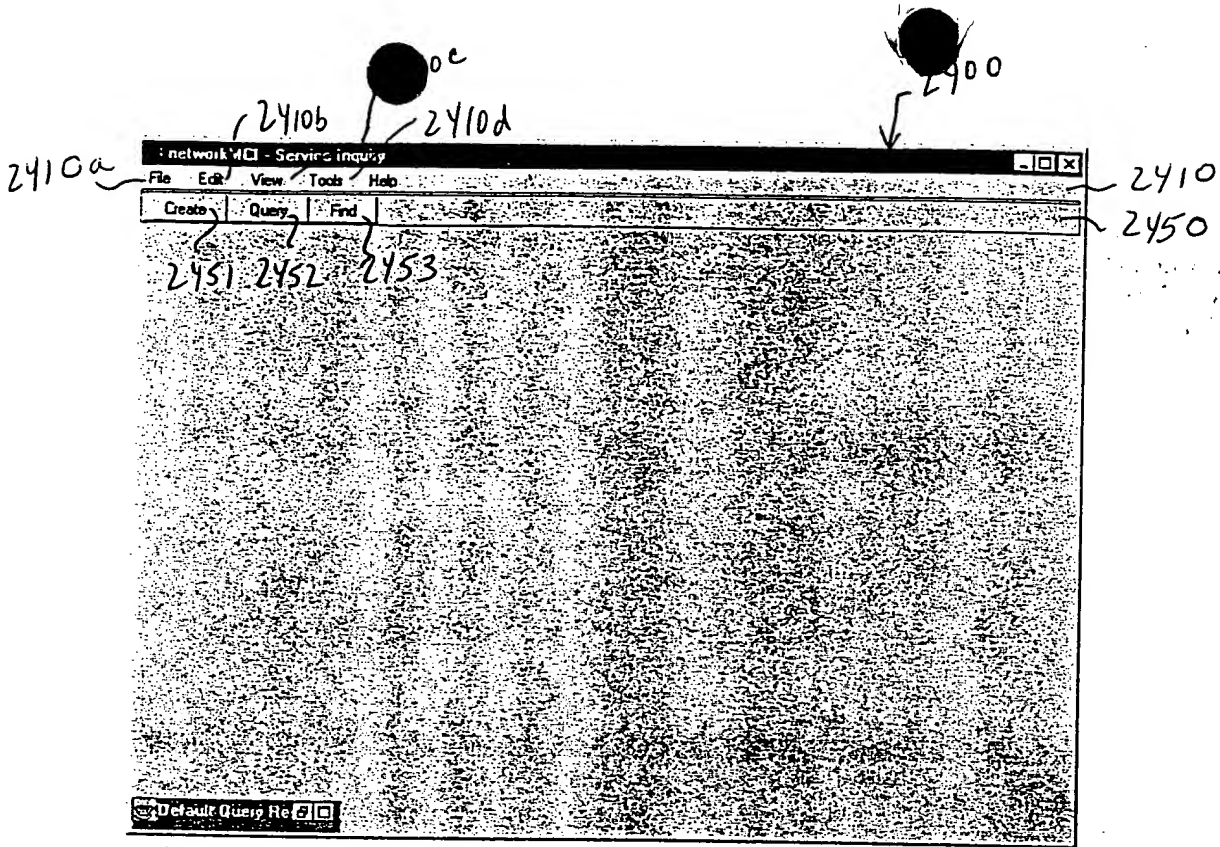


Fig 25(d)

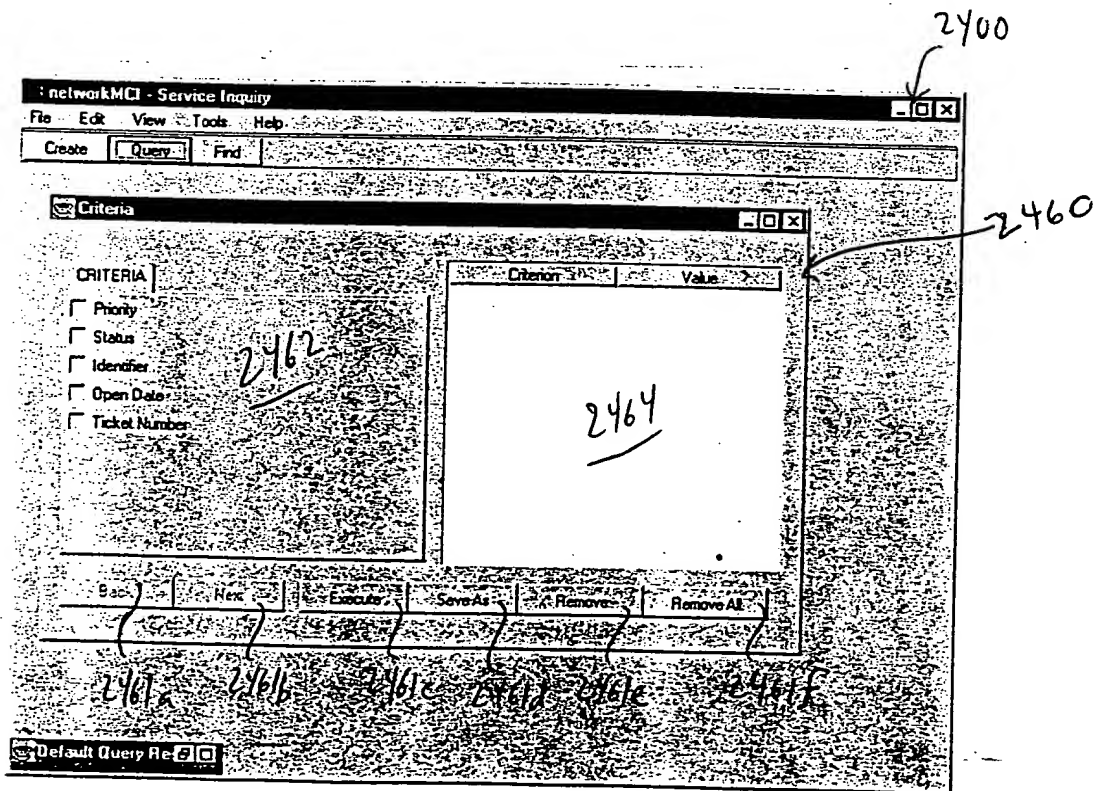


Fig 25(e)

864260" 55965T60

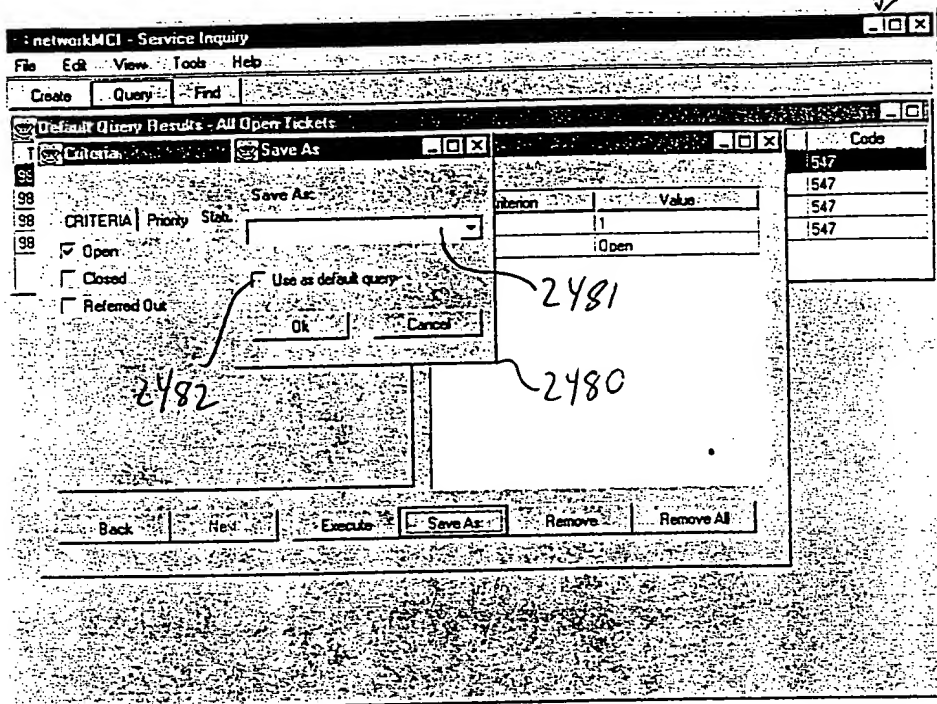


Fig 25(f)

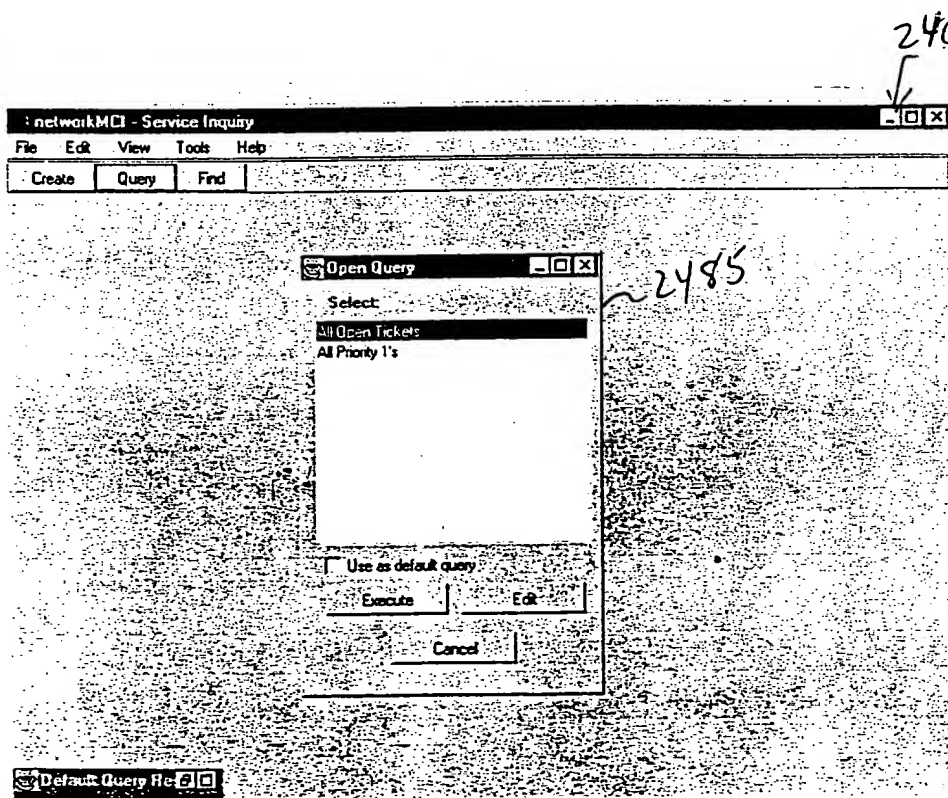


Fig 25(g)



networkMCI - Service Inquiry

File Edit View Tools Help

Create Query Find

Query Results

Ticket Number	Status	Priority	Identifier	Last Activity Date	Org	Code
980505001	Open	1	ZAV41080001	05/05/1998 13:24	ESW	547
980505002	Open	1	ZAV41080001	05/05/1998 14:24	ESW	547
980505003	Open	2	ZAV41080001	05/05/1998 13:26	ESW	547
980505004	Open	2	ZAV41080001	05/05/1998 14:26	ESW	547
980505005	Closed	1	ZAV41080001	05/05/1998 13:34	ESW	547

Ok

Criteria Default Query Re

Fig 25(h)

networkMCI - Service Inquiry

File Edit View Tools Help

Create Query Find

Sort

Sort by:

None

Ascending

Descending

Then by:

None

Ascending

Descending

Then by:

None

Ascending

Descending

Ok Apply Cancel

Default Query Re

Fig 25(i)

09159695-09498  
864260-5695760

2400

2492

2491

2490

networkMCI - Service Inquiry

File Edit View Tools Help

Create Query Find

Details

Remarks

Activities

Ticket Number: 980405001

Priority: 1

Status: Open

Identifier: ZAV4108001

Product: Private Line

Service: MCI VIEW

Occurred Date: 05/07/1998

Trouble Desc: Customer MCI

Organization: Westinghouse

Ok

Default Query Re-00

Fig 25(j)

2400

2495

2496

networkMCI - Service Inquiry

File Edit View Tools Help

Create Query Find

Remarks

Remarks for Ticket Number: 980405001

remarks

Ok

Add Remark

Query Results

Criteria

Default Query Re-00

Details

Fig 25(k)

networkMCI - Service Inquiry

File Edit View Tools Help

Create Query Find

Activities

Activities for Ticket Number: 980405001

Action	From Org	To Org	Date-Time
Create	CUS	ESH	05/05/1998 13:24
Approve	CUS	ESH	05/05/1998 14:24
Open	ESH	ESH	05/05/1998 13:26

Activity details placeholder...

Query Results

Fig 25(l)

networkMCI - Service Inquiry

File Edit View Tools Help

Create Query Find

Create Ticket

Generic

Question 1 Product 1

Question 2 Product 1

Question 3 Product 1

Question 4 Product 1

Question 5 Product 1

Back Next Cancel

Question Answer

Fig 25(m)

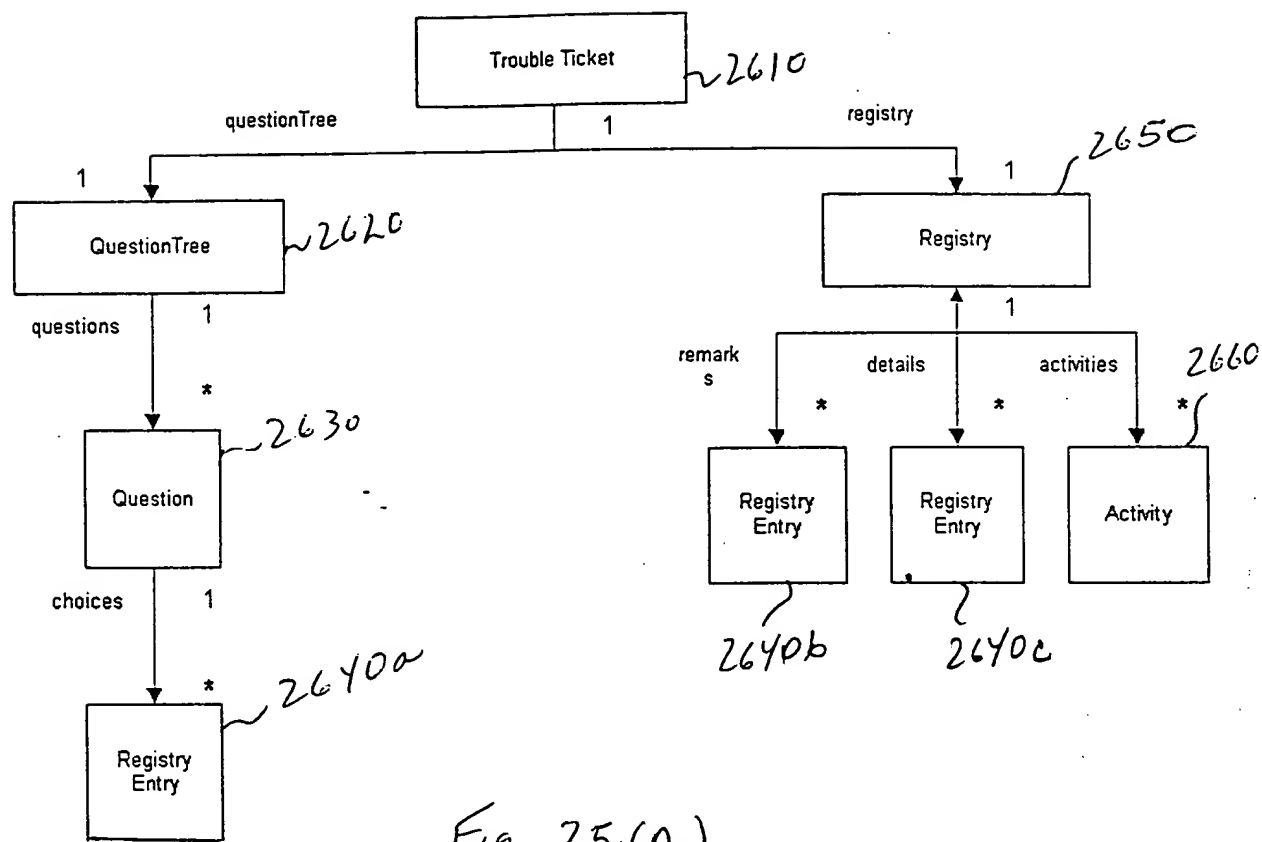


Fig 25(n)

800

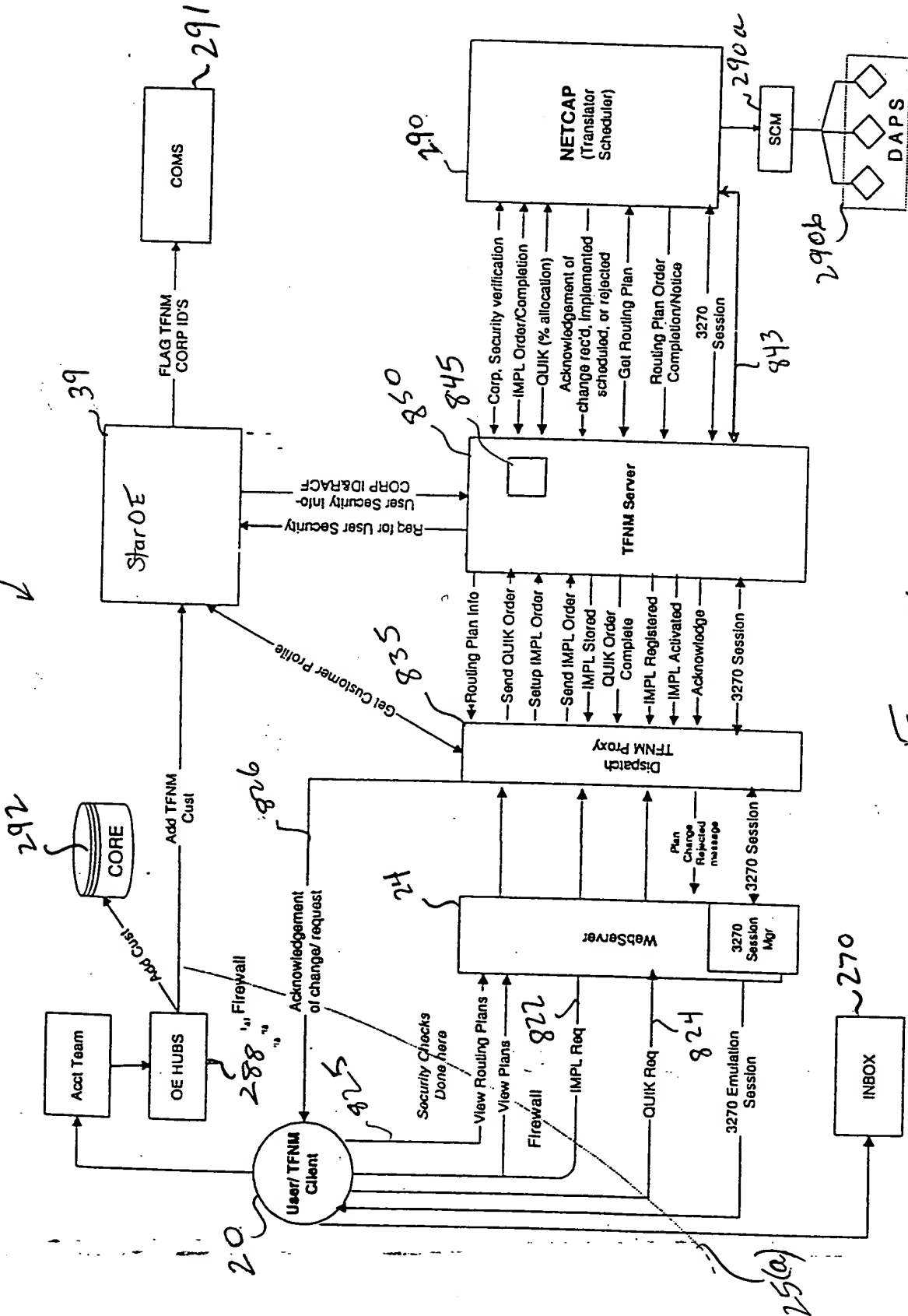


Fig. 26

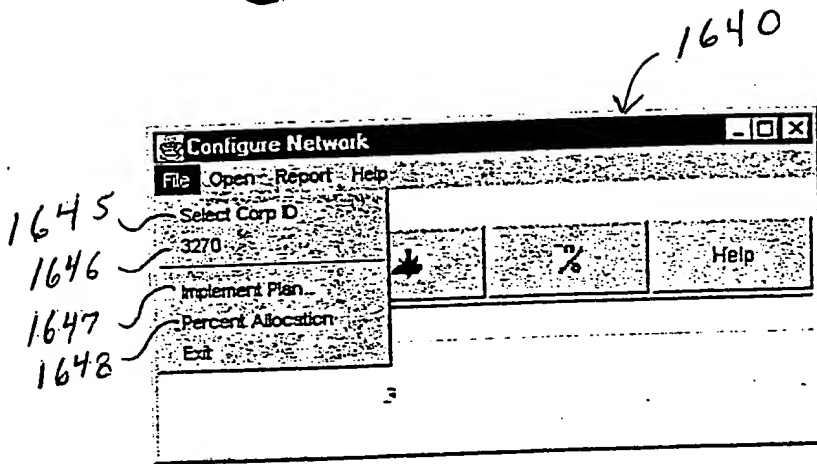


Fig 27(a) 27

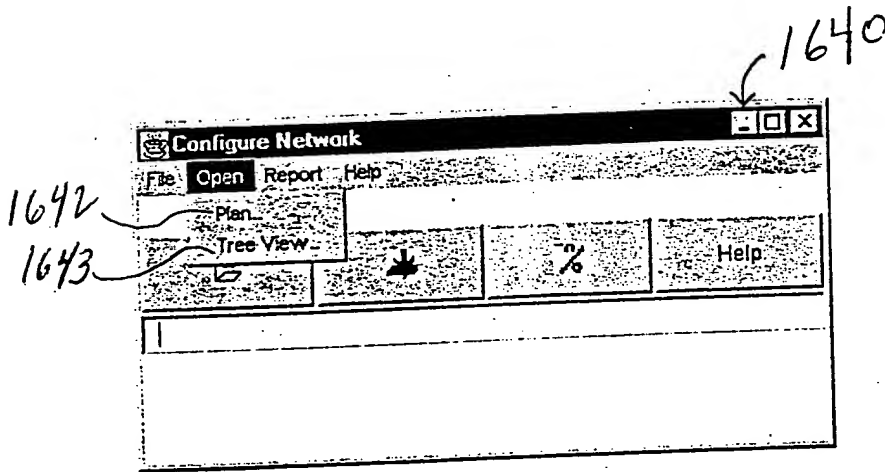


Fig 27(b)

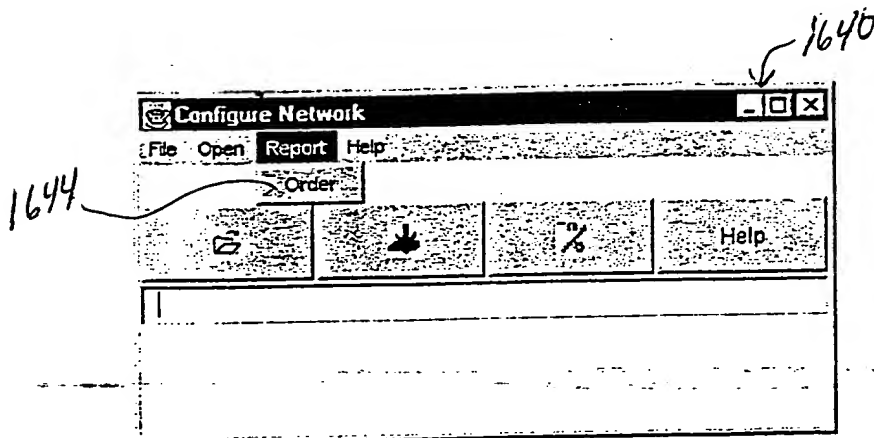


Fig 27(c)

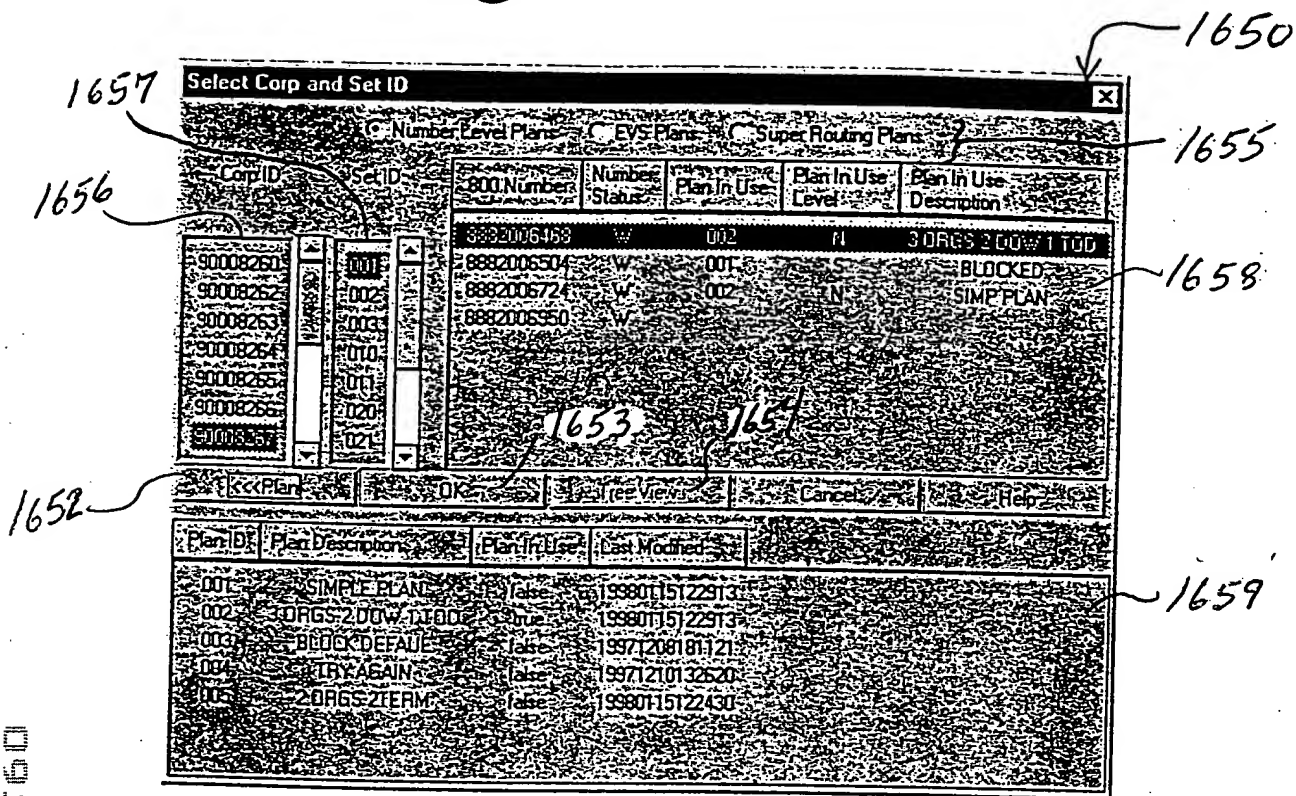


Fig. 27(d)

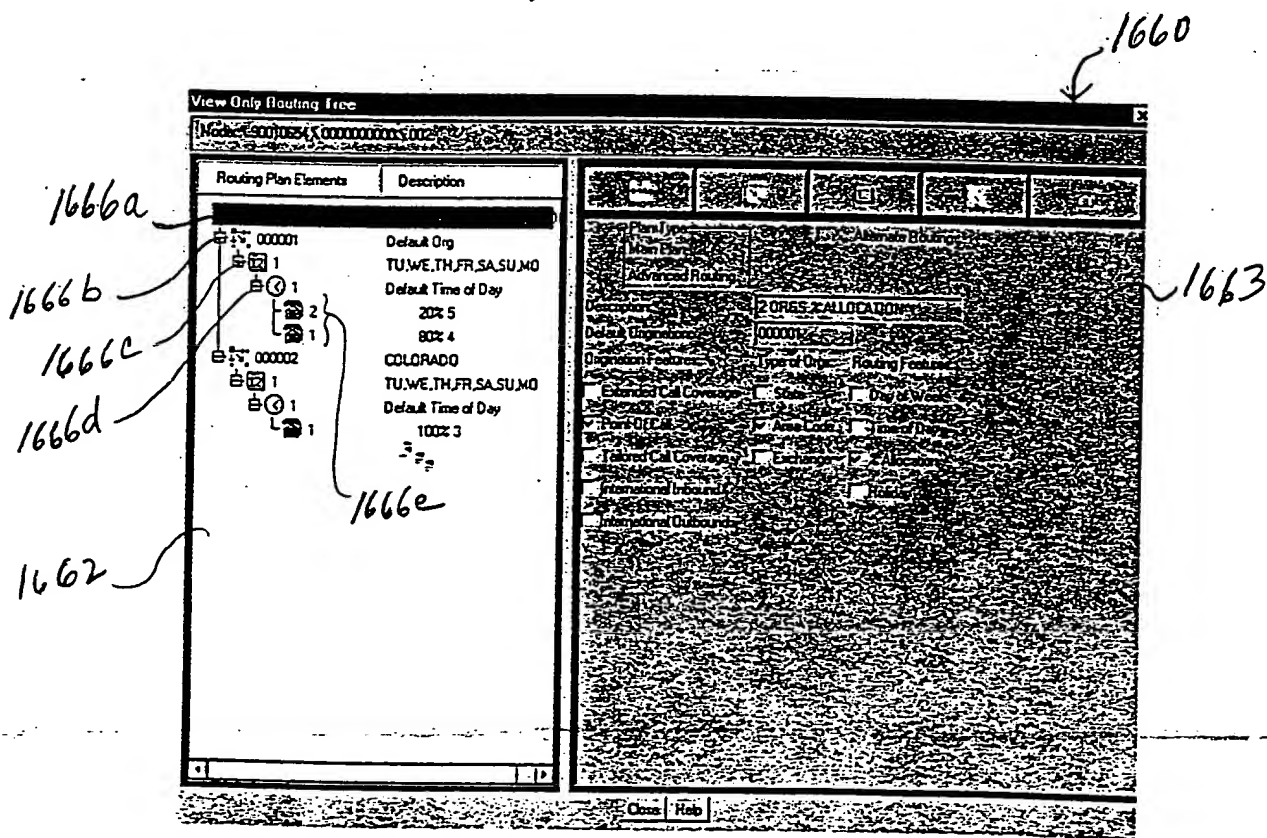


Fig. 27(e)

1670

1671

Implement Plan (Corp=90005825/Set=888)

Number or Set

Plan Level

800 Number

SRP

EV50

Reserved

UJP

Select

Select

Effective Date and Time

AS Soon as Possible

Date

Time

AM

MDT

PM

Rollback Date and Time

Date

Time

AM

MDT

PM

Issue

Cancel

Help

1672

1673

1674

Fig 27(f)

1680

1684

1686

Percent Allocation

Quick Routing Number

800 Number

SRP

EV50

Select

Routing Branch

Day of Week

Time Begins

Term ID

Term Desc

Percent Allocation

Cross Corp ID

Percentage

Rollback Date and Time

Date

Time

AM

MDT

PM

1682

1687

1688

1689

1692

1695a

1695b

1695c

1695d

1690

1696a

1696b

Fig 27(g)



Order Select List									
ING Order No.	NC Order No.	EE Date	Time	Last Modified	Type	Sub Type	Status	Parent	Child
000000000000000000016	F010458	98/05/09	13:35	98/05/09 13:34	IMPL		Complete		
000000000000000000022	F010564	98/05/11	20:30	98/05/11 03:30	FEIS		Complete		
000000000000000000026	F010555	98/05/11	20:35	98/05/11 09:35	NBRAS		Complete		
000000000000000000033	F010618	98/05/12	17:32	98/05/12 17:31	IMPL		Complete		
000000000000000000037	F010520	98/05/15	17:00	98/05/15 16:38	FEAT	QUIK	Marketing Approved		
000000000000000000042	F010102	98/05/22	09:08	98/05/22 09:07	FEAT		Complete		
000000000000000000045	F010245	98/05/02	09:51	98/05/02 09:51	IMPU		Complete		
000000000000000000048	F010436	98/05/08	11:58	98/05/08 12:01	IMPL		Complete		
000000000000000000074	F010478	98/05/09	18:28	98/05/09 18:28	FEAT		Complete		
000000000000000000076	F010542	98/05/11	20:27	98/05/11 09:27	FEIS		Complete		

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1699) Fig 27(h)

<b>Order Administration</b>		<b>Order Details</b>	
<b>Corp ID:</b> 90007210 <b>Order type:</b> EAP <b>NetCap Order No:</b> 0325045 <b>Network Manager Order No:</b> 00000000000000000000 <b>Effective Order Date:</b> Date: 2004-05-19 Time: 20:45 <b>Order Date:</b> Date: 2004-05-19 Time: 20:45	<b>Corp Name:</b> On progress <b>Sub Order type:</b> <b>NetCap Order Status:</b> Complete <b>Network Manager Order Status:</b>	<b>Order Data:</b>	
<b>Parent Order No:</b> 90007210 <b>NetCap Related Order:</b> <b>Routing Name:</b> 0325045 <b>Est ID:</b> 0000 <b>Plan ID:</b> 001 <b>Plan Level:</b> Number Level Plan <b>Next Plan Locking:</b> <b>NetCap Locking ID:</b>		<b>Child Order No:</b> <b>Network Manager Notify User:</b> <b>Plan ID Prev:</b> <b>Plan Level Prev:</b> <b>Disconnect DMF Type:</b> <b>Network Manager Locking ID:</b>	
<b>Status bar:</b>		<b>Additional status information here:</b>	

Fig 27(i)

2700

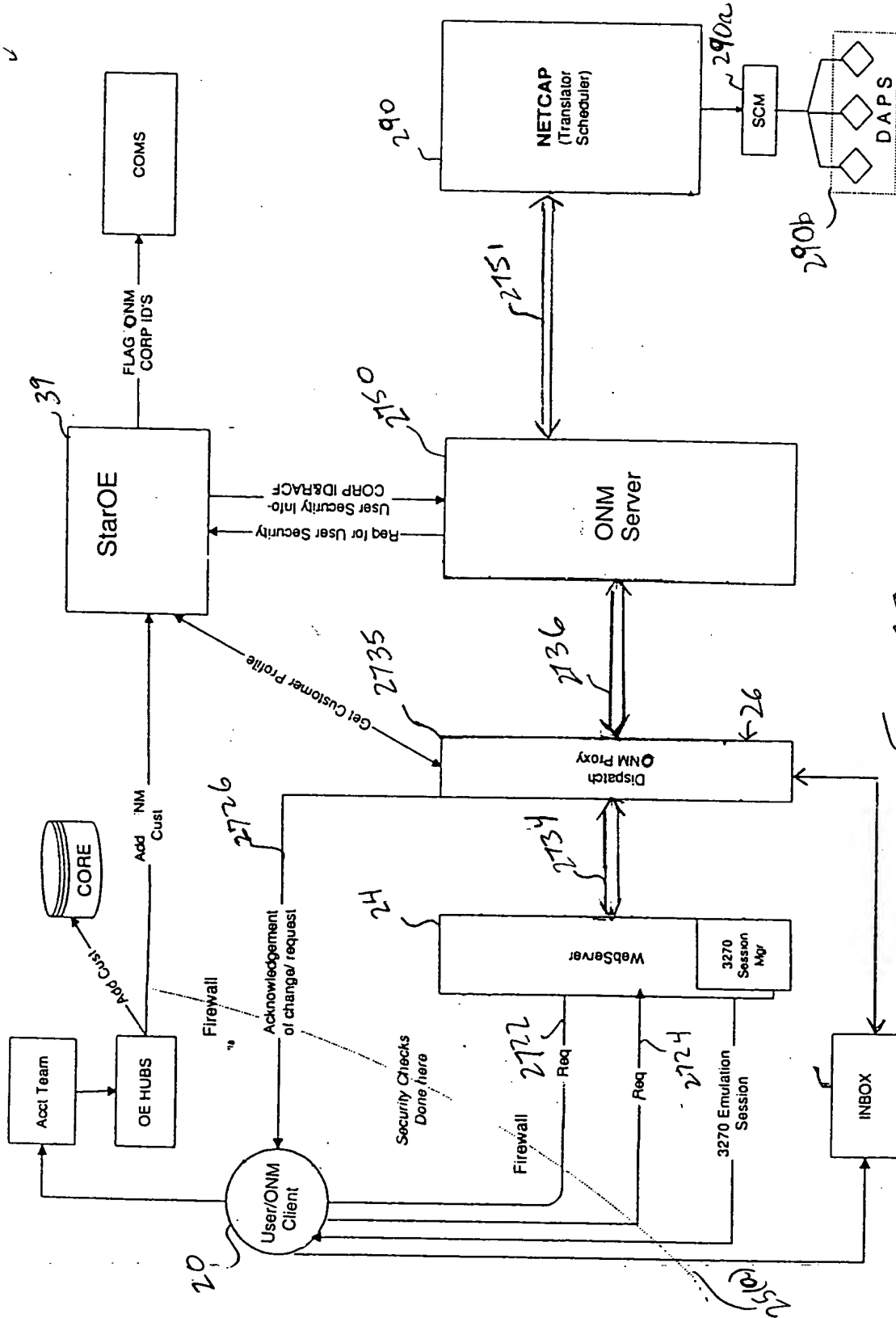


Fig. 28

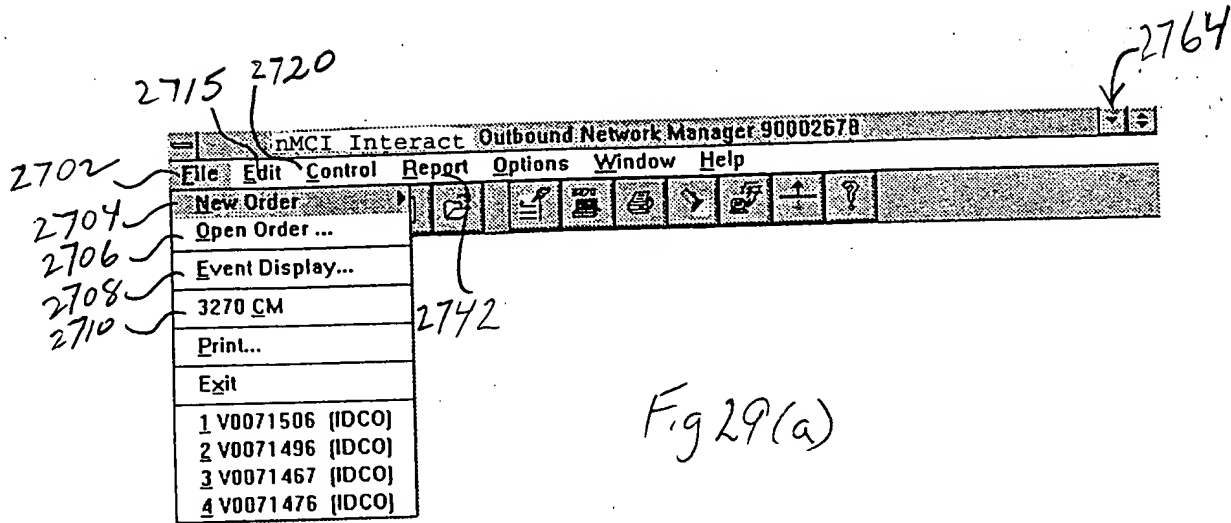


Fig 29(a)

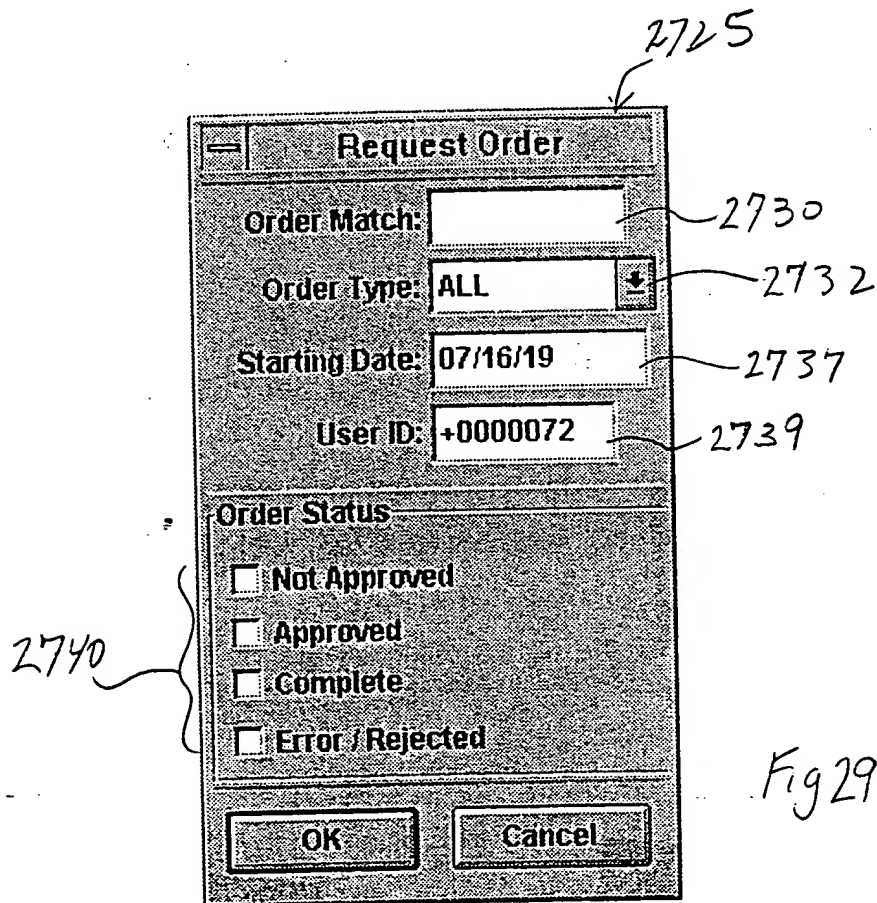


Fig 29(b)

2744

MCI Outbound Network Manager 90002670

File Edit Control Report Options Window Help

Orders

Order Nbr	User	Order Status	Type	Date Prepared	Effective Date/Time
00070033	+0000072	Complete	TOCO	07/11/1996	07/11/1996 09:41
00070050	+0000072	Complete	TOCO	07/11/1996	07/11/1996 09:50

2743

2745 2746 2747 2748 2752 2753

Details Close

2:22 PM

2754 Fig 29(c)

CPN Order V0074227

Order Administration

Date/Time Required: 07/19/19 14:04 Priority: 2 Order Status: Not Approved

Remarks: 2762 2767 2764

Approve

CPNs In Inventory

Qty	CPN Beginning	Description
2774	2775	2776 2779 2778

Relieve Component Count: 0

CPN Updates

Qty	CPN Beginning	Description
2781	2782	2783 2784 2785 2786

Add Delete Component Count: 1

Attributes

Item	Value
Country	001
Cust Acct No	
Division ID	00 2793
Description	Toronto Office
Cellular Ind	No

CPN Nbr: 0014163538000 0014163538009

Country: 001

Set Dfl Use Dfl Undo Expand

Close

Fig 29(d)

2791 2796 2797 2798

864260" 56965F60

2800

2802

2804

2808

2806

### Add New CPN

Prov Carrier: 0010888 STENTOR Country: 001 Add Remove

CPN From: 4163538000 CPN To: 4163538009

Description: Toronto Office

Can	Entry	CPN From	CPN To	Description
0888	001	4163538000	4163538009	Toronto Office

OK Cancel

Fig 29(e)

2812

2814

2818

2819

2820

2821

2815

2816

2817

2823

2825

2826

2827

### Retrieve CPNs from Inventory

Selected CPNs: Country: 001 WORLD ZONE 1 CPN From: Quantity: 1

Network ID: All

Range Privilege: All

ID Code Set: All

Description:

Add Remove

Qty	Entry	CPN From	Net	RP	Set	Description
-----	-------	----------	-----	----	-----	-------------

OK Cancel

Fig 29(f)

2840

2841

2830

2842

2843

2844

2845

2846

2847

2850

2852

2853

2854

2855

2856

2857

2858

2859

2860

**Calling Party Number Attributes**

Country: 001 From: 7195359000 To: 7195359000

Customer Account: 60193848 Division ID: 60

Description: ASPEN RESORTS Cellular No:

Network ID: 01 MAIN NETWORK

Range Privilege: U 003

ID Code Set: (None)

Supp Code Collection: 0 DO NOT COLLECT

Data Indicator: 00 NOT USED

Prov Carrier: 0010222

Location Type: A

ID Code Length: 00

Account Code Length: 00

Set Default Use Default OK Cancel

Fig. 29(g)

2870

2880

2882

2890

2892

2894

2896

2895

2900

2901

2902

2903

2904

2905

2910

2911

2912

2913

2914

2915

2916

2917

2918

2919

**Calling Card Order V0075442**

Order Administration

Date/Time Required: 07/23/19 16:14 Priority: 2 Order Status: Not Approved

Remarks:

Approve

Cards In Inventory

Card Nbr	PIN	Description

Retrieve Component Count: 0

Card Updates

Card Nbr	PIN	Description

Component Count: 0

Attributes

Item	Value

Card Nbr:

Set Default Use Default Undo Expand

Close

Fig. 29(h)



**Retrieve Calling Cards from Inventory**

**Selected Calling Cards**

Card Nbr  PIN  Quantity

Network ID:  All

Range Privilege:  All

Description:

Qty	Card Nbr - PIN	Net	RP	Description

Fig 29(i)

**Calling Card Attributes**

Calling Card:

Division ID:  Customer Acct:

Description:

Network ID:  Prov Carrier:

Range Privilege:  Location Type:

Range Restriction:

Fig 29(j)

800-260-5695 09159695

2950

2960

Dialing Plan Order V0076321

Order Administration

Date/Time Required 07/24/19 15:41 Priority 2 Order Status Not Approved 2963

Remarks 2964 2961 2962 2965 Approve

Dialing Plans In Inventory

Ctry	Dial Plan	Beginning	Type
2971	2972	2973	2976

2970

2975

Retrieve Component Count 0

Dialing Plan Updates

Ctry	Dial Plan	Beginning	Type
2981	2982	2983	2984

2980

2986

Add Delete Component Count 0 2985

Attributes

Item	Value
2992	2994

2990

Dial Nbr

2996

2997

Undo Expand 2998

Close 2999

Fig 29(k)

3000

Retrieve Dialing Plans from Inventory

Selected Dialing Plans

3001

3005

3002

3003

3004

Country 001 WORLD ZONE 1 Dialed Digits Quantity 1

3006

Network ID: 01 MAIN NETWORK

3008

Termination Location ID: All Add Remove

Qty	Type	Cntry	Dialed Digits	Range	Net	Term
-----	------	-------	---------------	-------	-----	------

OK Cancel

Fig 29(l)



The screenshot shows the 'Dialing Plan Attributes' dialog box with the following fields and annotations:

- 3022** points to the **Dialing Plan Attributes** title bar.
- 3025** points to the **Dialing Plan Range** label.
- 3026** points to the **Type** radio buttons, with **Private** selected.
- 3027** points to the **Network ID** field, which contains **01 MAIN NETWORK**.
- 3028** points to the **Country** dropdown menu.
- 3029** points to the **From** field.
- 3023** points to the **To** field.
- 3023** points to the **Carrier Id** field.
- 3030** points to the **Termination** section header.
- 3031** points to the **Location Name** field.
- 3032** points to the **Type** dropdown menu, which is set to **DAL**.
- 3033** points to the **Location ID** field.
- 3034** points to the **Country** dropdown menu.
- 3035** points to the **Prefix Digits** field.
- 3036** points to the **Reuse Digit Length** field, which is set to **00**.
- 3037** points to the **Nature of Subsequent Address** dropdown menu.
- 3038** points to the **Point of Origin Routing Indicator** checkbox, which is checked.
- 3020** points to the top right corner of the dialog box.

The dialog box has **OK** and **Cancel** buttons at the bottom.

The screenshot shows a software window titled "Add / Change ID Code Set Order V0069761". The window is divided into several sections:

- Order Administration:** Contains fields for "Date/Time Required" (07/10/1996 15:44), "Priority" (2), and "Order Status" (Not Approved).
- Remarks:** A text area containing the handwritten code "3055".
- ID Code Sets In Inventory:** A table with columns "Set", "Type", "Len", and "Description". It contains one row with "Set" value 3061 and "Description" value 3062. Below the table are "Retrieve" and "Component Count" (0) buttons.
- ID Code Set Updates:** A table with columns "Set", "Type", "Len", and "Description". It is currently empty. Below the table are "Add" and "Component Count" (0) buttons.
- Administrative:** A section with a table for "Item" and "Value". It contains one row with "Item" value 3082 and "Value" value 3083. To the right of this table is a "Set" dropdown menu.
- Buttons:** At the bottom right are "Undo Code", "Del Code", and "Add Code" buttons. At the bottom center is a "Close" button.

Handwritten annotations in the image include:

- 3050: Points to the window title bar.
- 3051: Points to the "Order Administration" section.
- 3052: Points to the "Remarks" field.
- 3053: Points to the "Priority" field.
- 3054: Points to the "Order Status" field.
- 3055: Points to the handwritten code in the "Remarks" field.
- 3056: Points to the "Approve" checkbox.
- 3060: Points to the "ID Code Sets In Inventory" section.
- 3061: Points to the "Set" column header.
- 3062: Points to the "Description" column header.
- 3063: Points to the "Set" value 3061.
- 3064: Points to the "Type" value.
- 3065: Points to the "Len" value.
- 3066: Points to the "Description" value 3062.
- 3067: Points to the "Retrieve" button.
- 3068: Points to the "Set" column header.
- 3069: Points to the "Type" column header.
- 3070: Points to the "ID Code Set Updates" section.
- 3080: Points to the "Administrative" section.
- 3081: Points to the "Set" dropdown menu.
- 3082: Points to the "Item" value.
- 3083: Points to the "Value" value.
- 3084: Points to the "Undo Code" button.
- 3085: Points to the "Del Code" button.
- 3086: Points to the "Add Code" button.
- 3087: Points to the "Close" button.

09150605-092498

3090

Retrieve ID Code Sets from Inventory

3091 Selected Sets

3092 Set:

3093 Description:

3094 ID Code:

Quantity:

3095 Add

3096 Remove

Qty	Set	ID Code	Description

3097 OK

3098 Cancel

Fig 29(o)

3100

Add ID Codes to Set

3102 Set:

3104 Length:

Description:

Type:

Generate

☒ Single

☐ Sequential

☐ Random

ID Code:

3110

3114

3120

Range Privilege:

3118 Add

Description:

ID Codes in Set 700

ID Code	Len	Description

3125

Find ID Code

Find Data

3126 OK

Cancel

Fig 29(p)

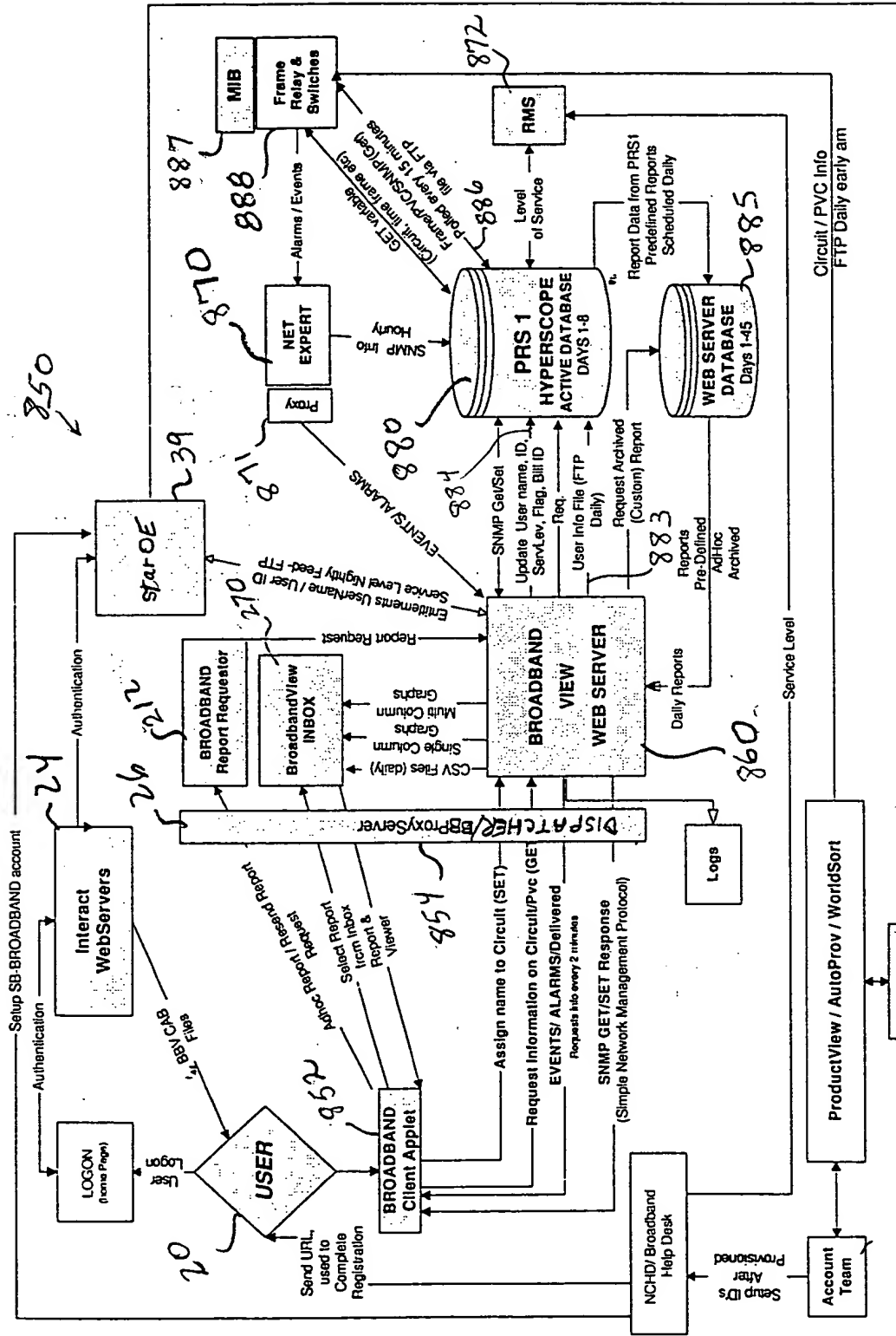


Fig 30

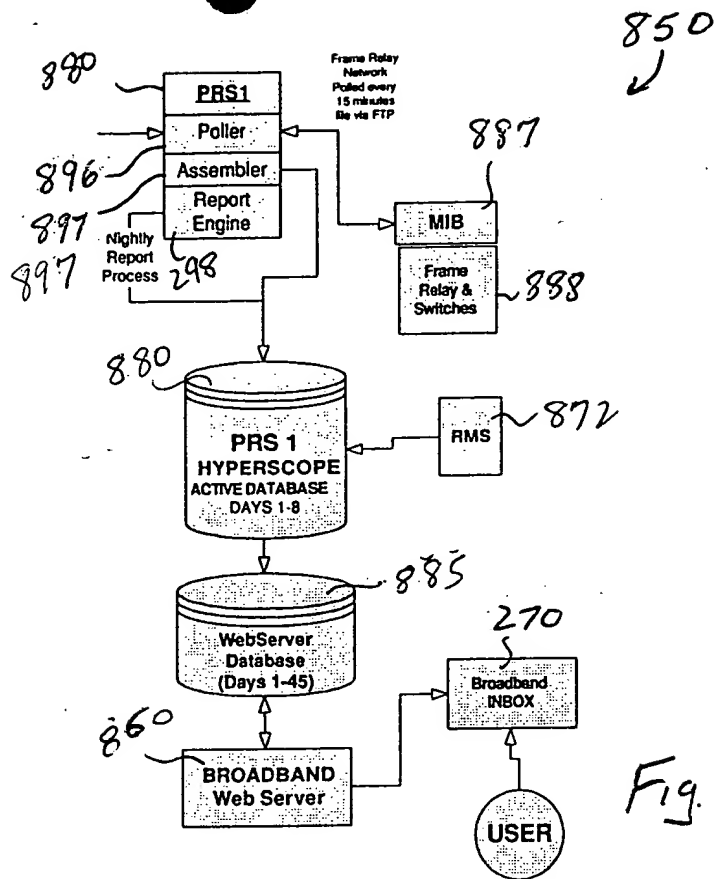


Fig. 31

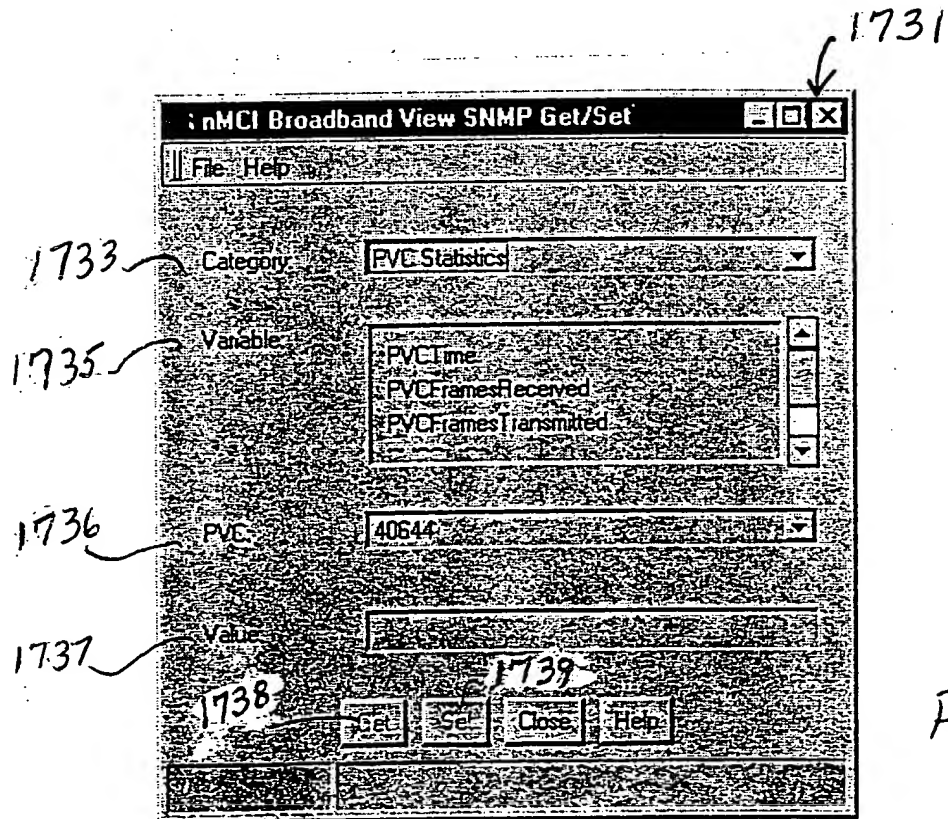


Fig 34(g)

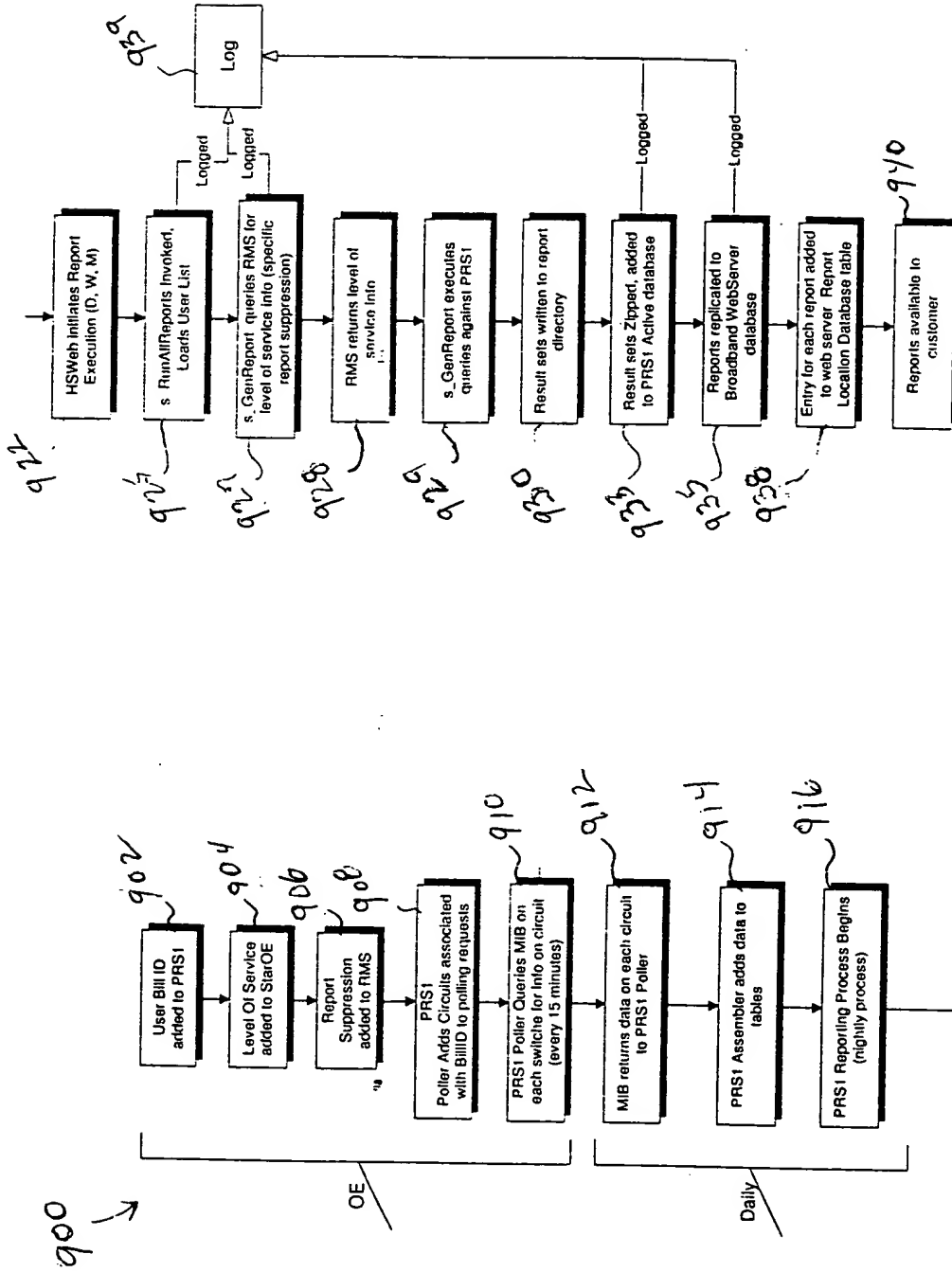


Fig 32(a)

Fig 32(b)

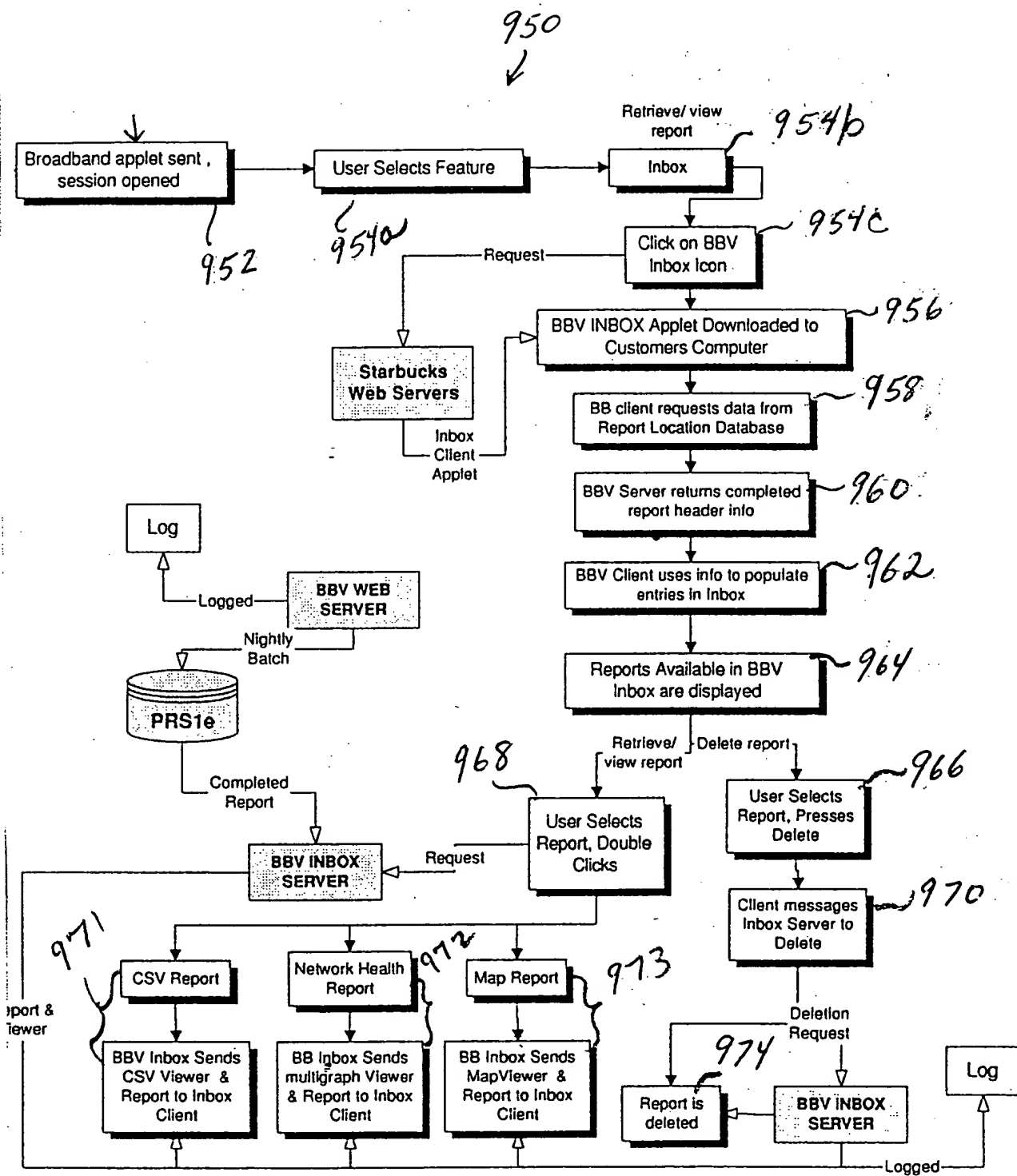


Fig. 33

091595-0949-56965160

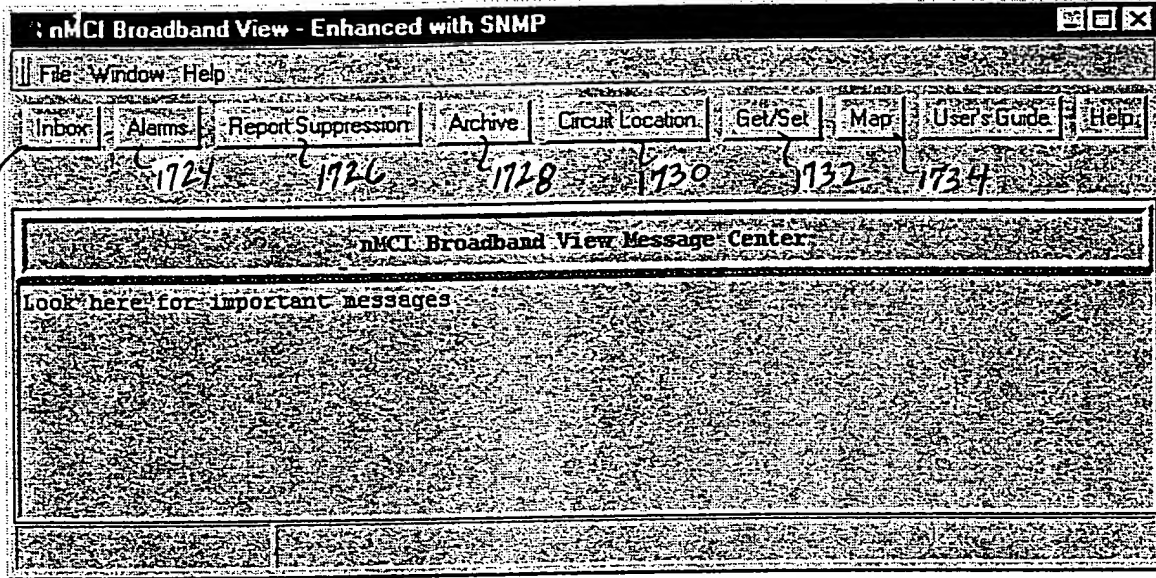


Fig 34(a)

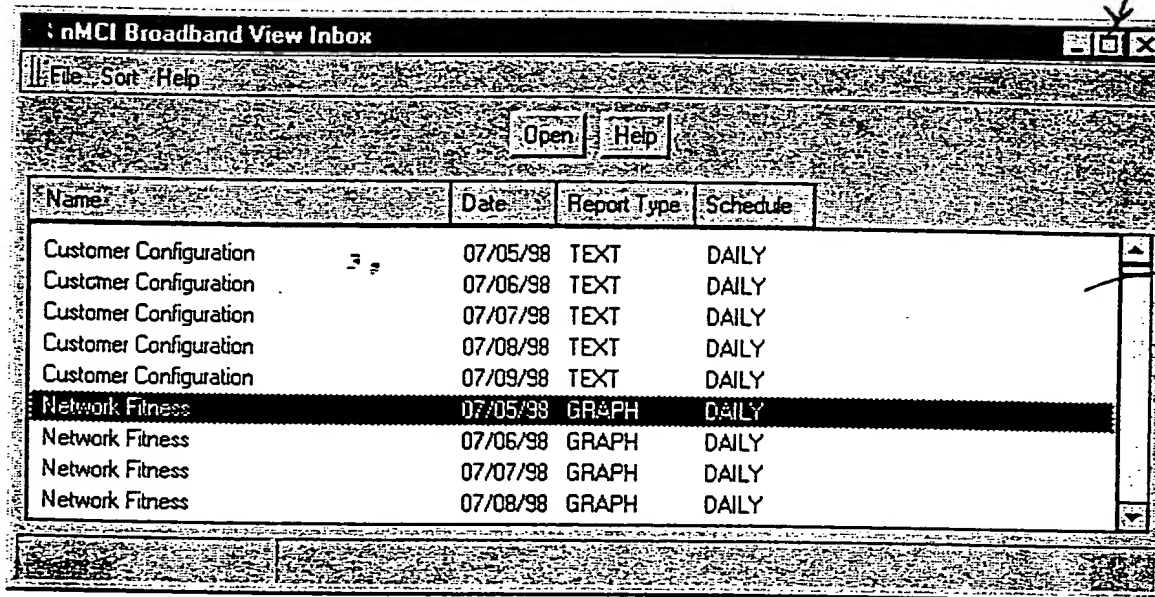


Fig 34(b)



1750

nMCI Broadband View Report Suppression

File Help

Report Name: Customer Configuration

Report Type: Text

Report Schedule: Daily

Report Generation: ENABLED

OK Cancel Help

Fig 34(c)

1760

nMCI Broadband View Archive Reports

File Help

Report Name: Customer Configuration

Previous Days: 0 Tuesday, July 14, 1998

Report Type: Text

Report Schedule: Daily

Submit Close Help

Fig 34(d)

0915995-062498

1769



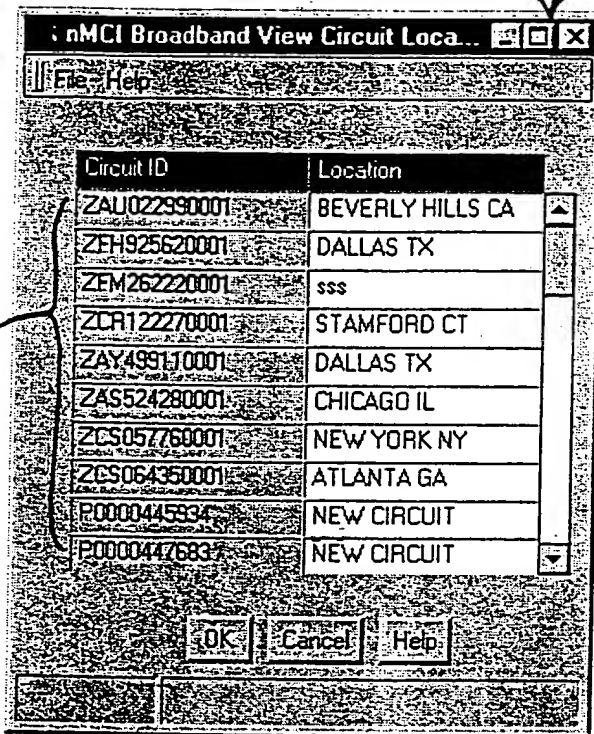


Fig. 34(e)

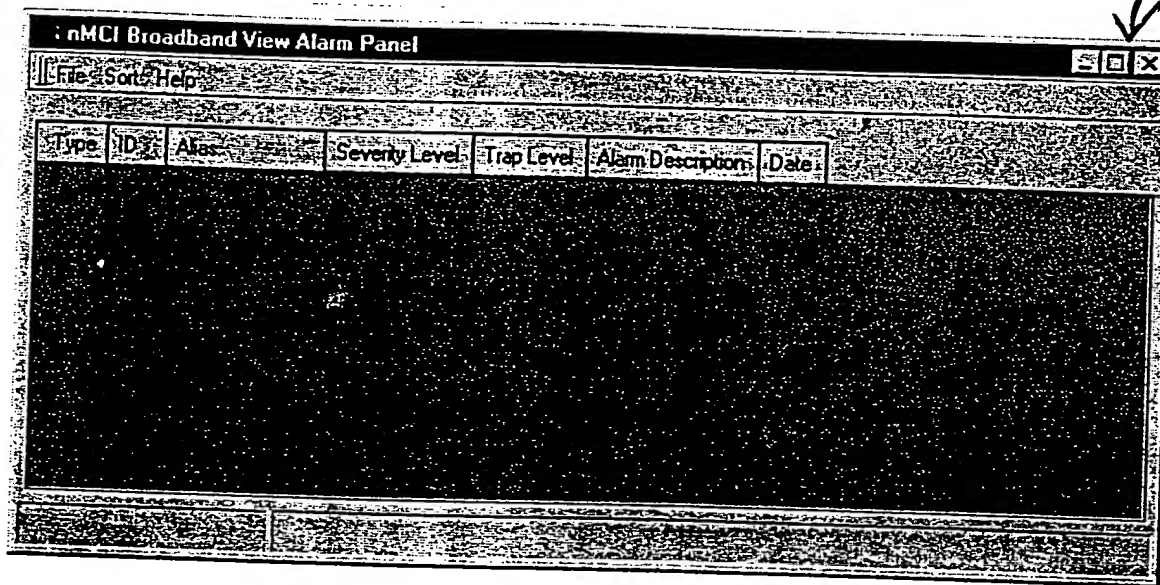


Fig. 34(f)

001595 5696560

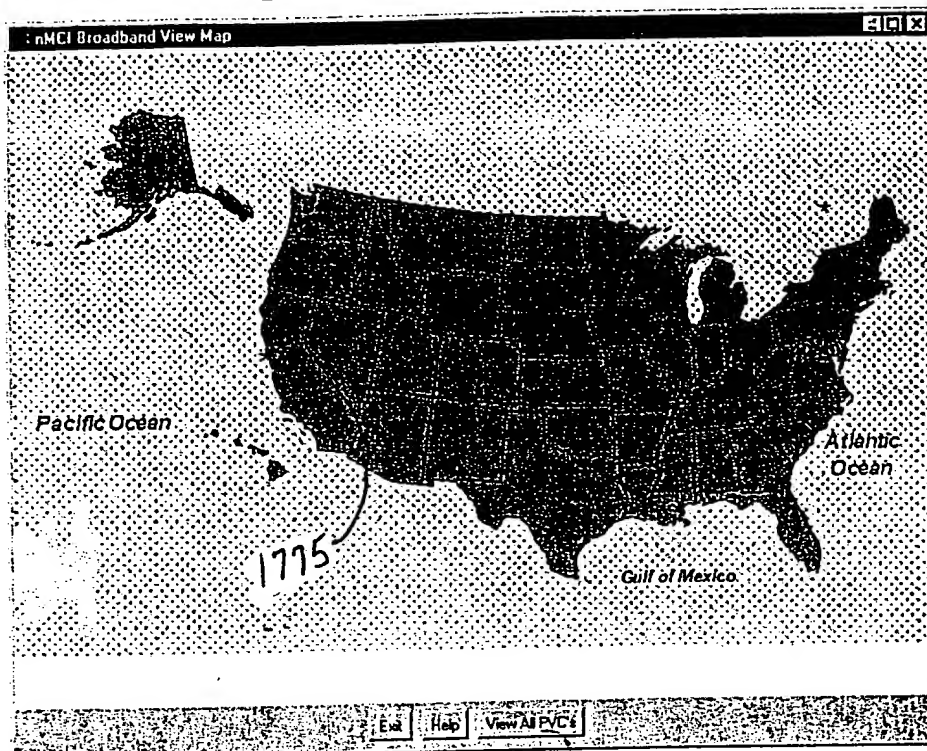


FIG. 35(a)

1778

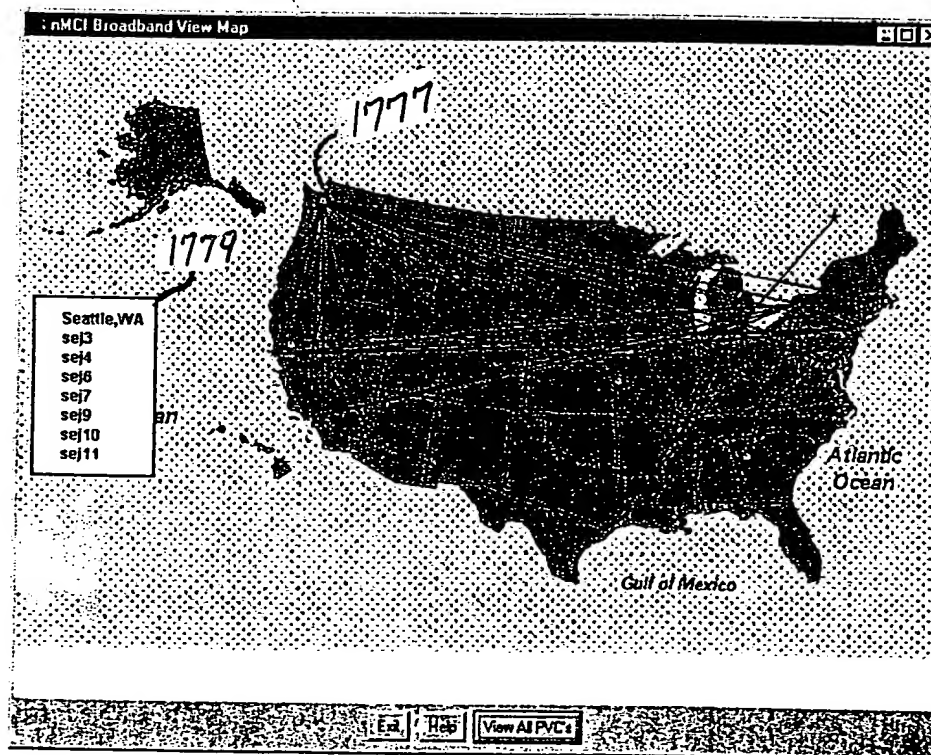


FIG. 35(b)

1776

1000

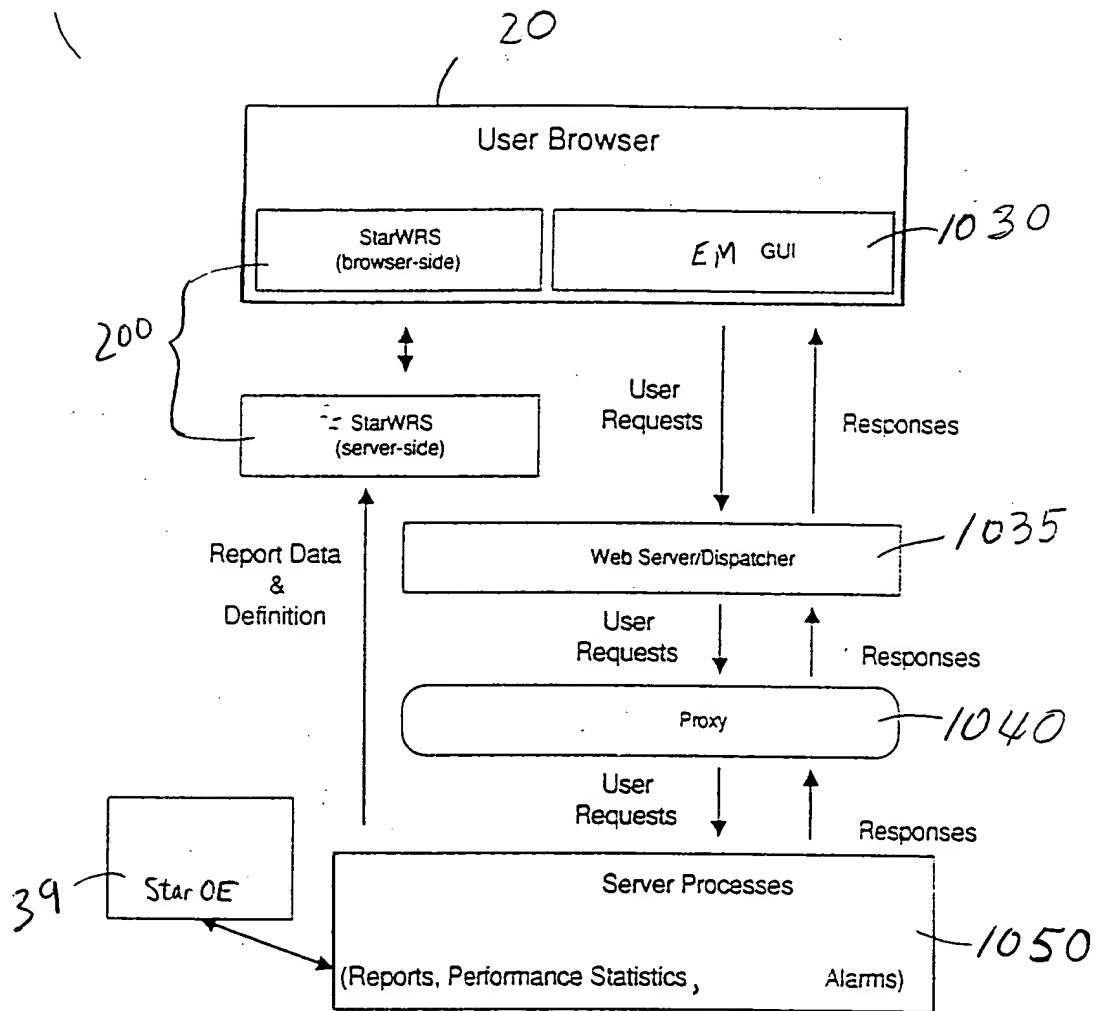


Figure 36

1002

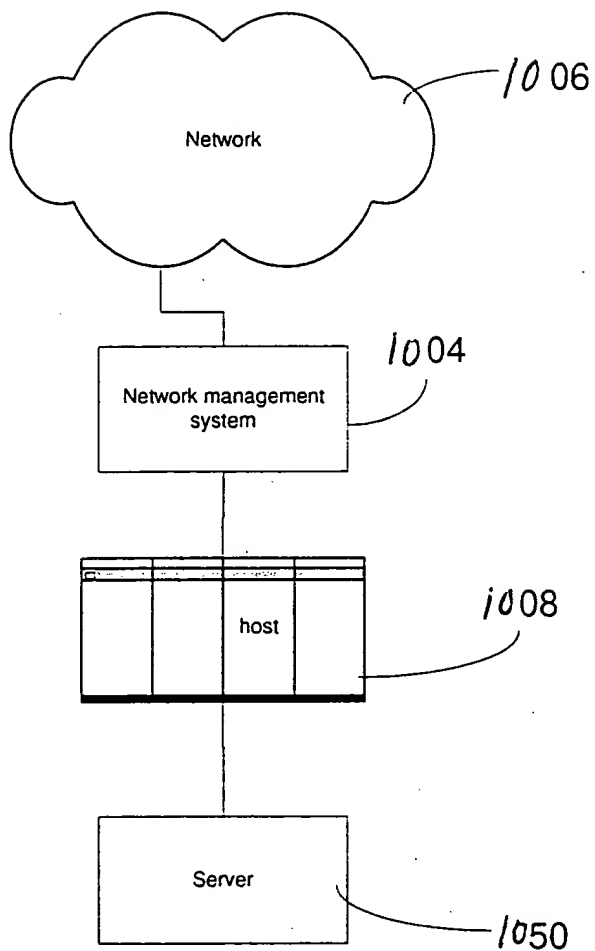


Figure 37



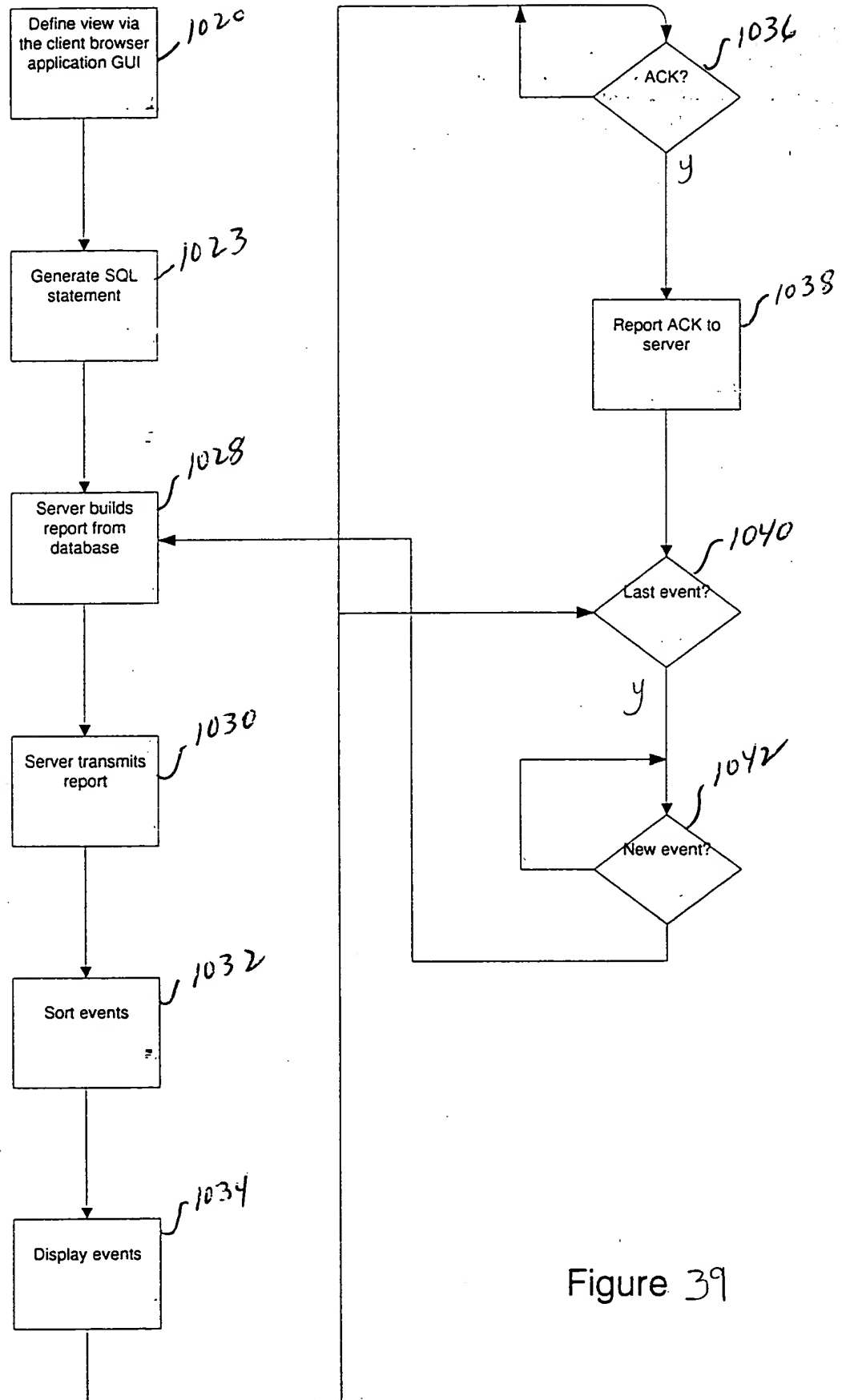


Figure 39

1542510-565160

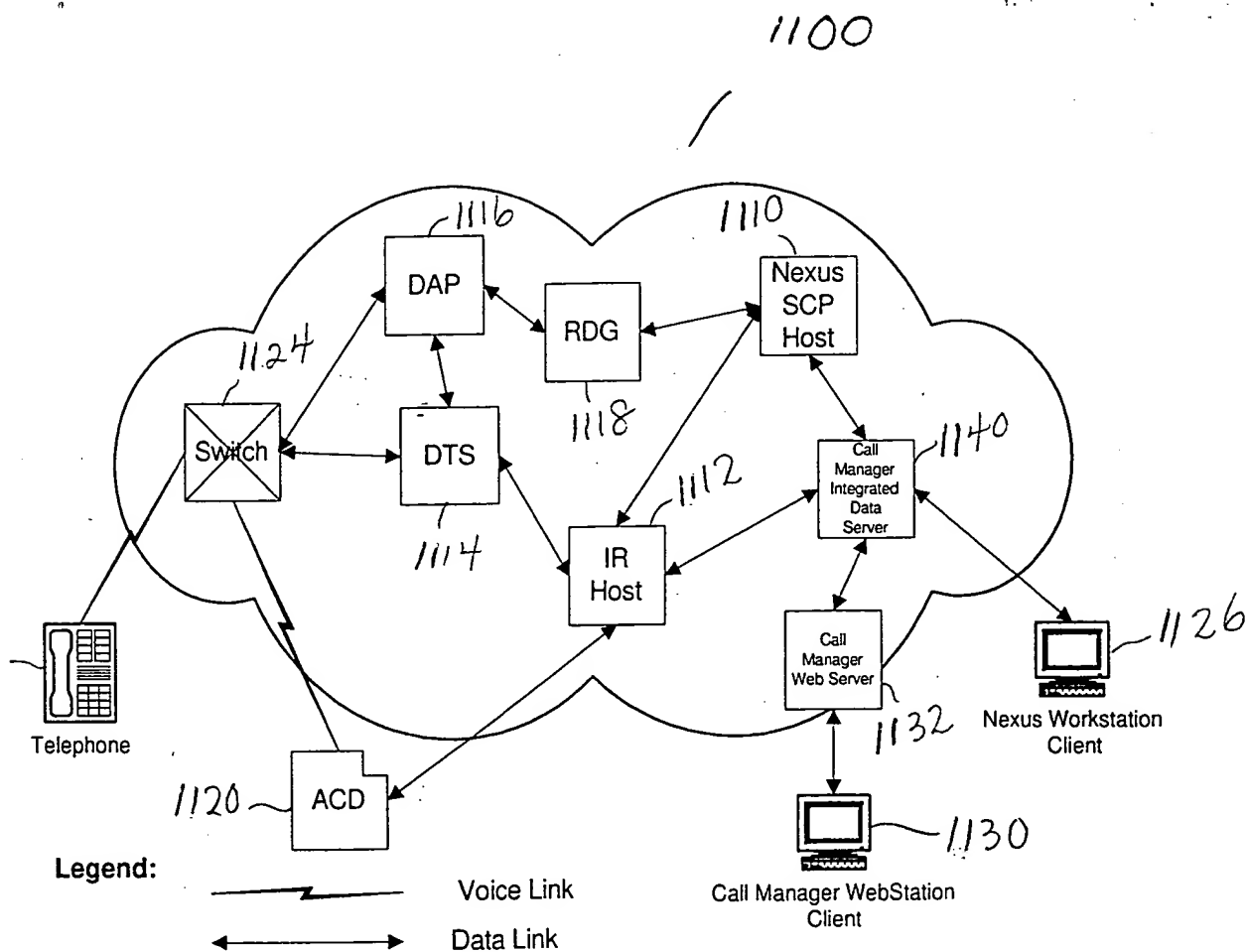


Figure 40

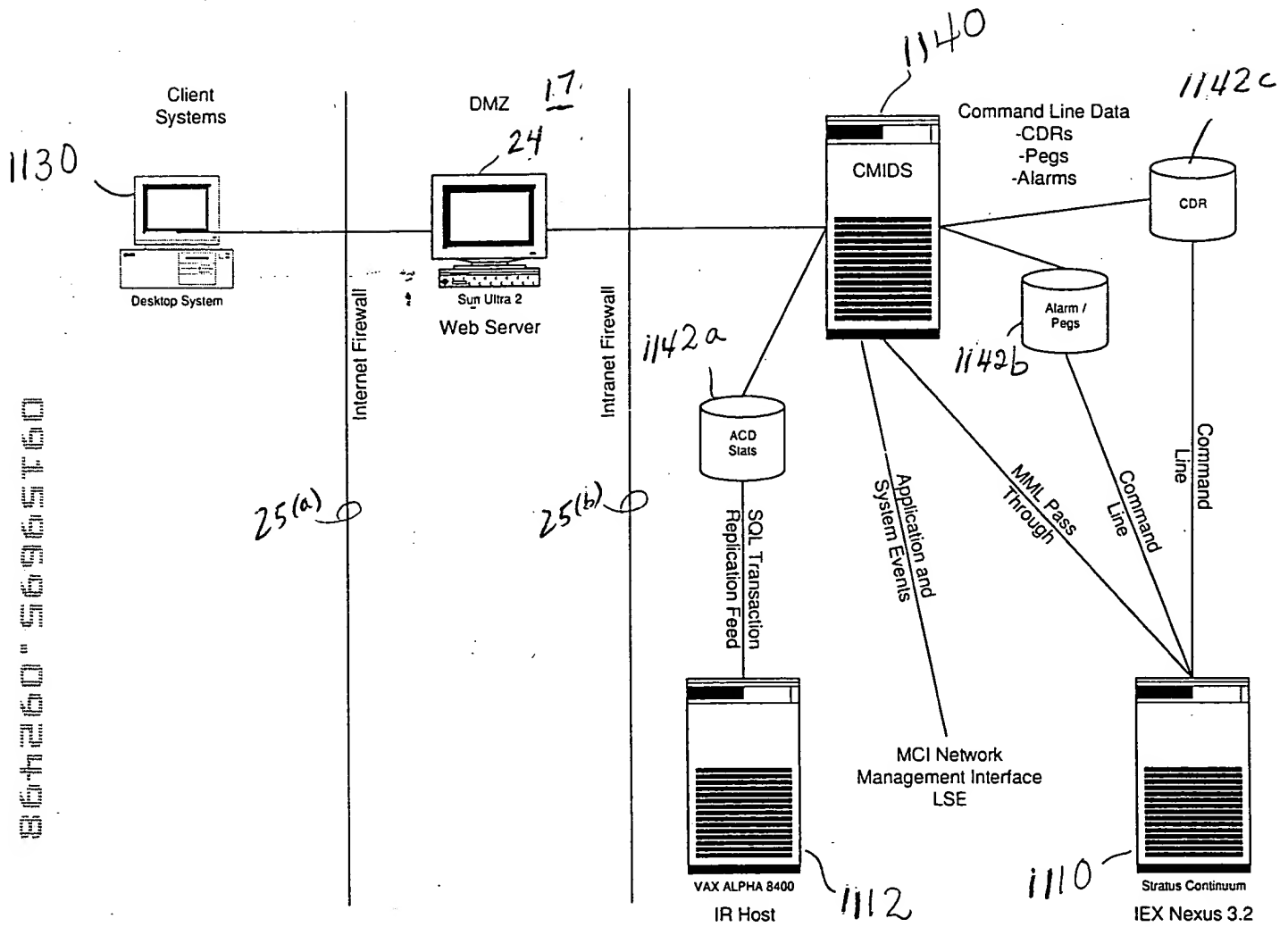


Figure 41



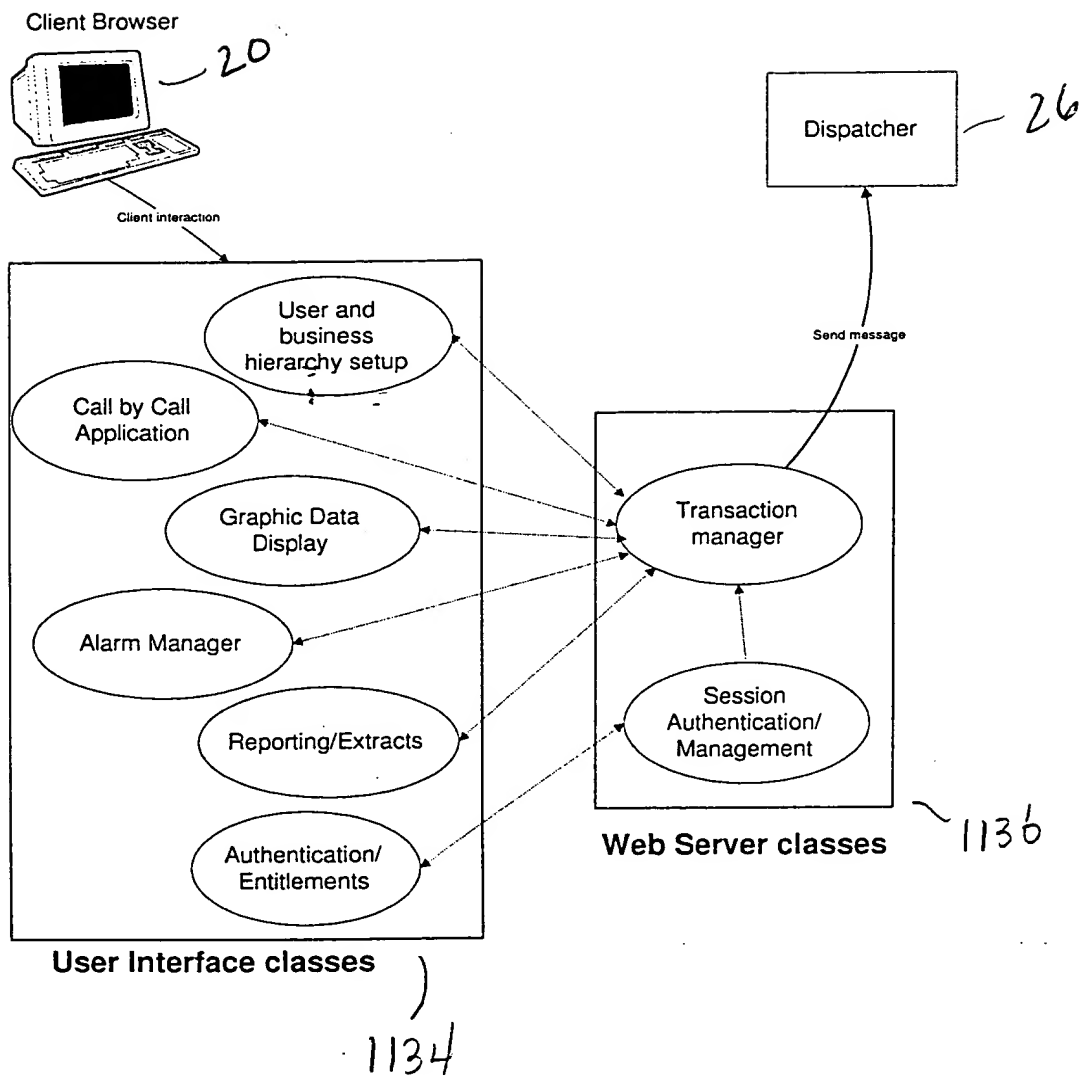


Figure 42

Web Client

Web Server

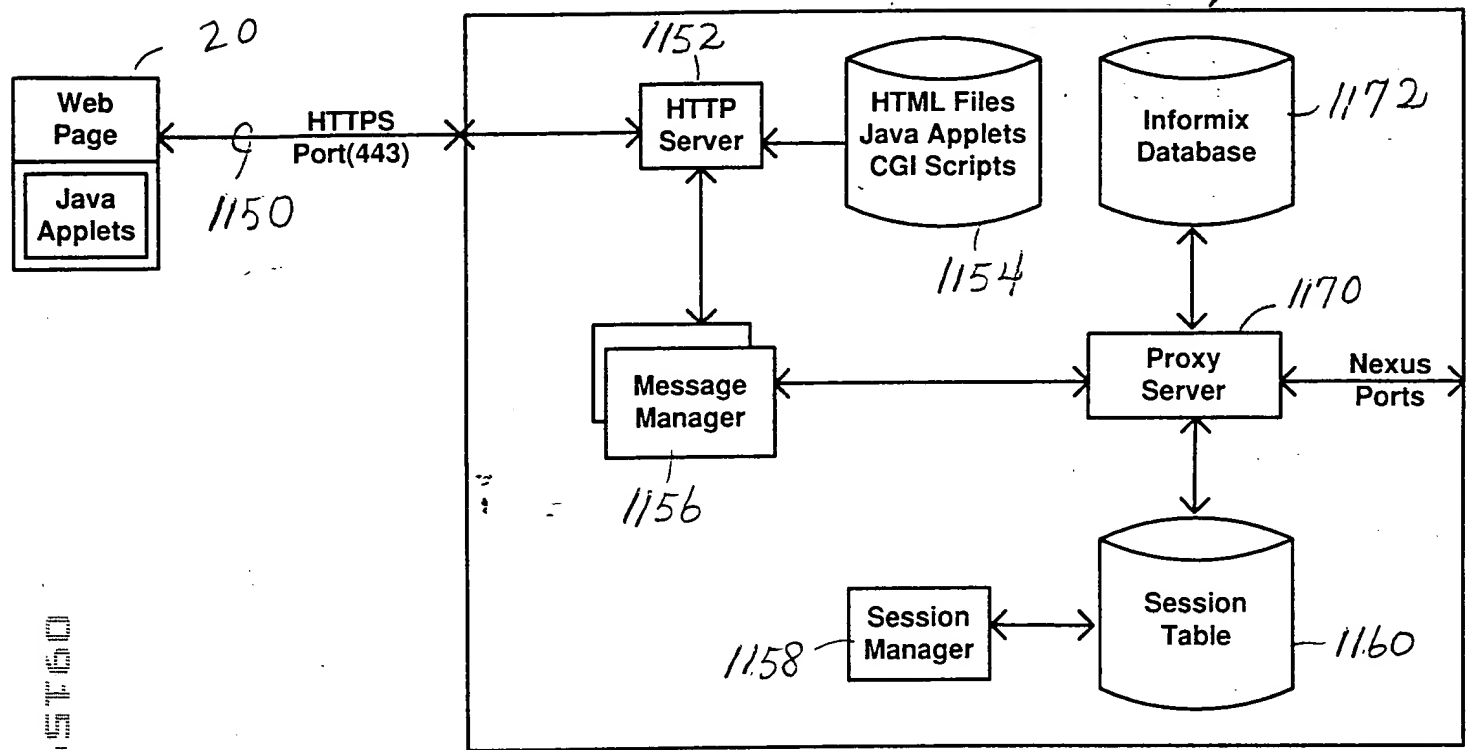


Figure 43

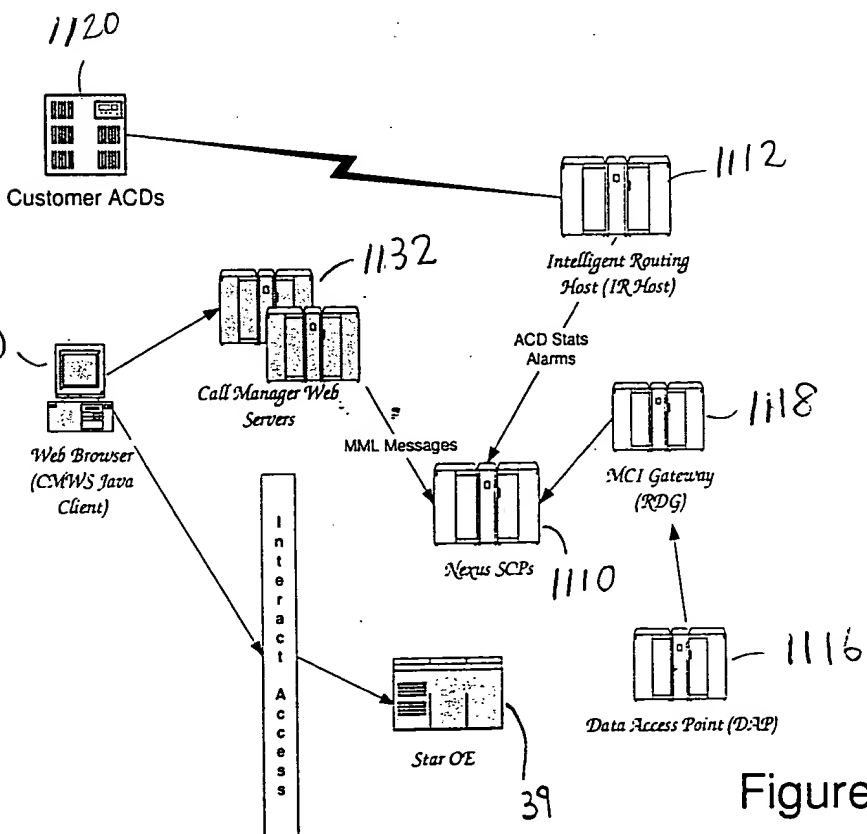
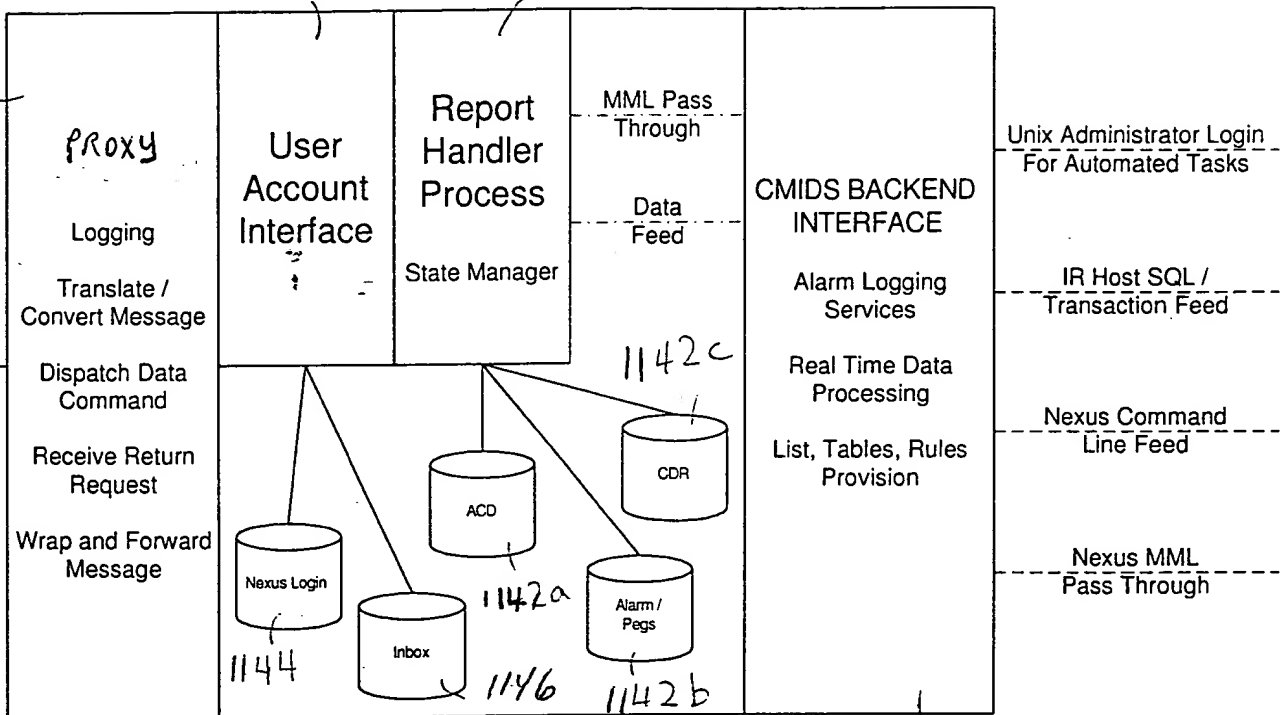


Figure 44

364260-5695T60

# Call Manager Integrated Data Server



## Legend:

- Database Connection
- Machine Connection
- Internal Connection

Figure 45

1200

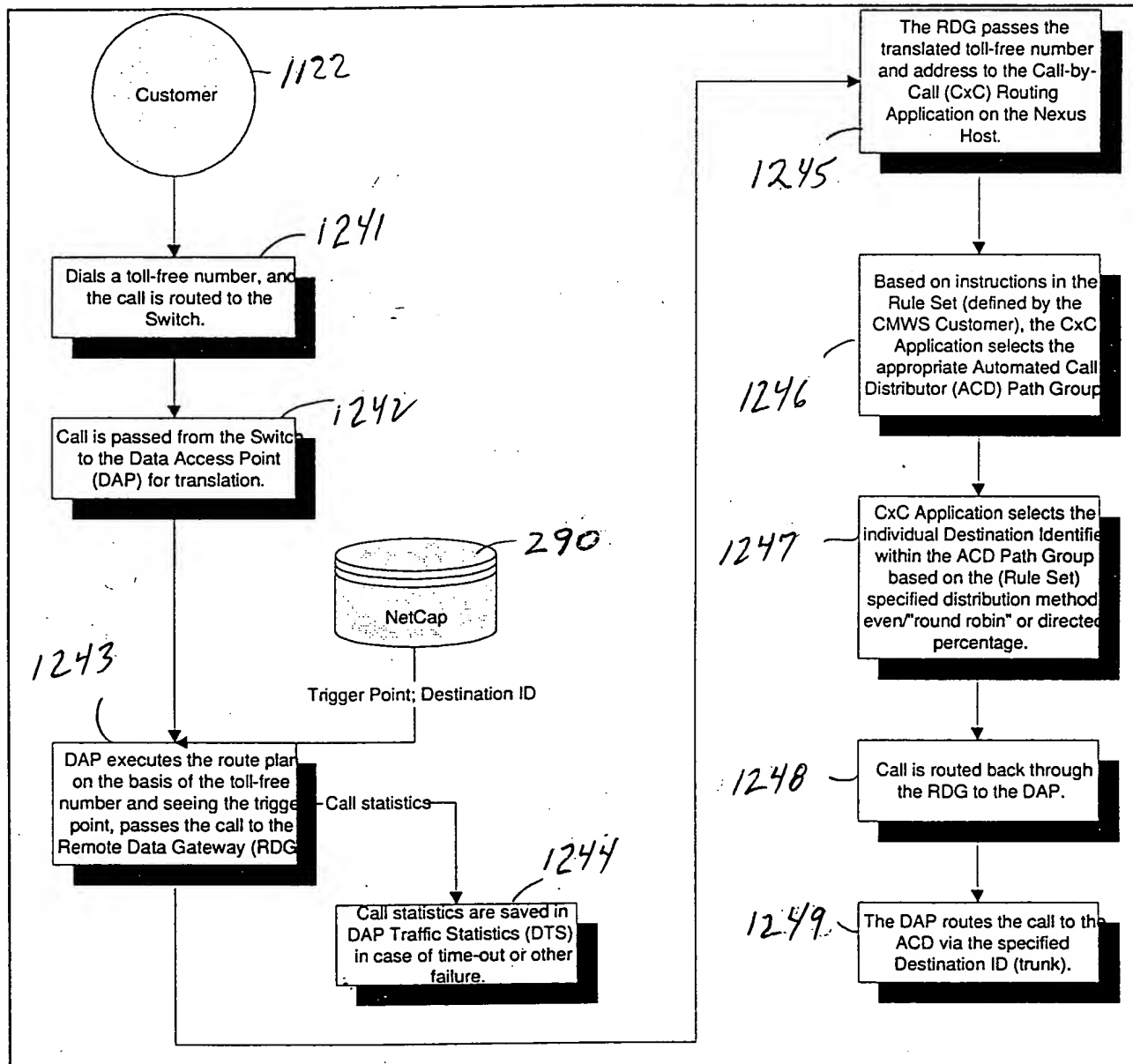


Figure 46

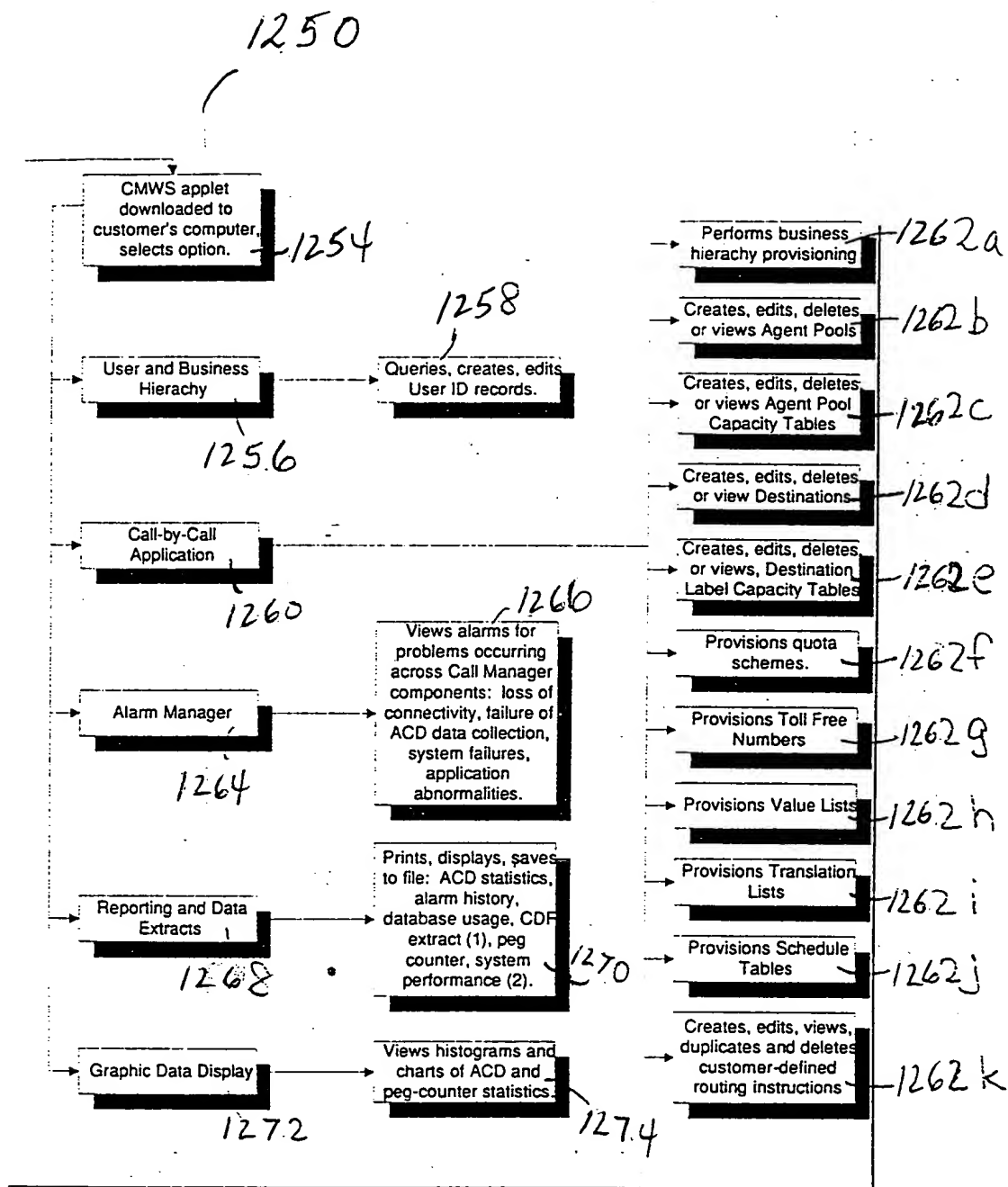


Figure 47

864260" 56969760

1850

**System Status Display**

Release: 3.2.11

Platform State: In Service

CPU Usage: 10%      Disk Usage: 44%      Free Mem: 201975K

**Active Alarms**

Critical	Oldest	Major	Oldest	Minor	Oldest	Info	Oldest
15	01:46	0	00:00	256	01:23	29	01:23

**Acknowledged Alarms**

Critical	Major	Minor	Info
0	0	0	0

**Detail Type**

Application Status Information

**Details**

Name	Instance #	Desired State	Actual State	Release #	TPS
cxc	0	OutOfService	InService	3.2.11	1

1856 1858 1860 1862 1864 1866

Close Help

Warning: Applet Window

-1852

1854

Figure 49

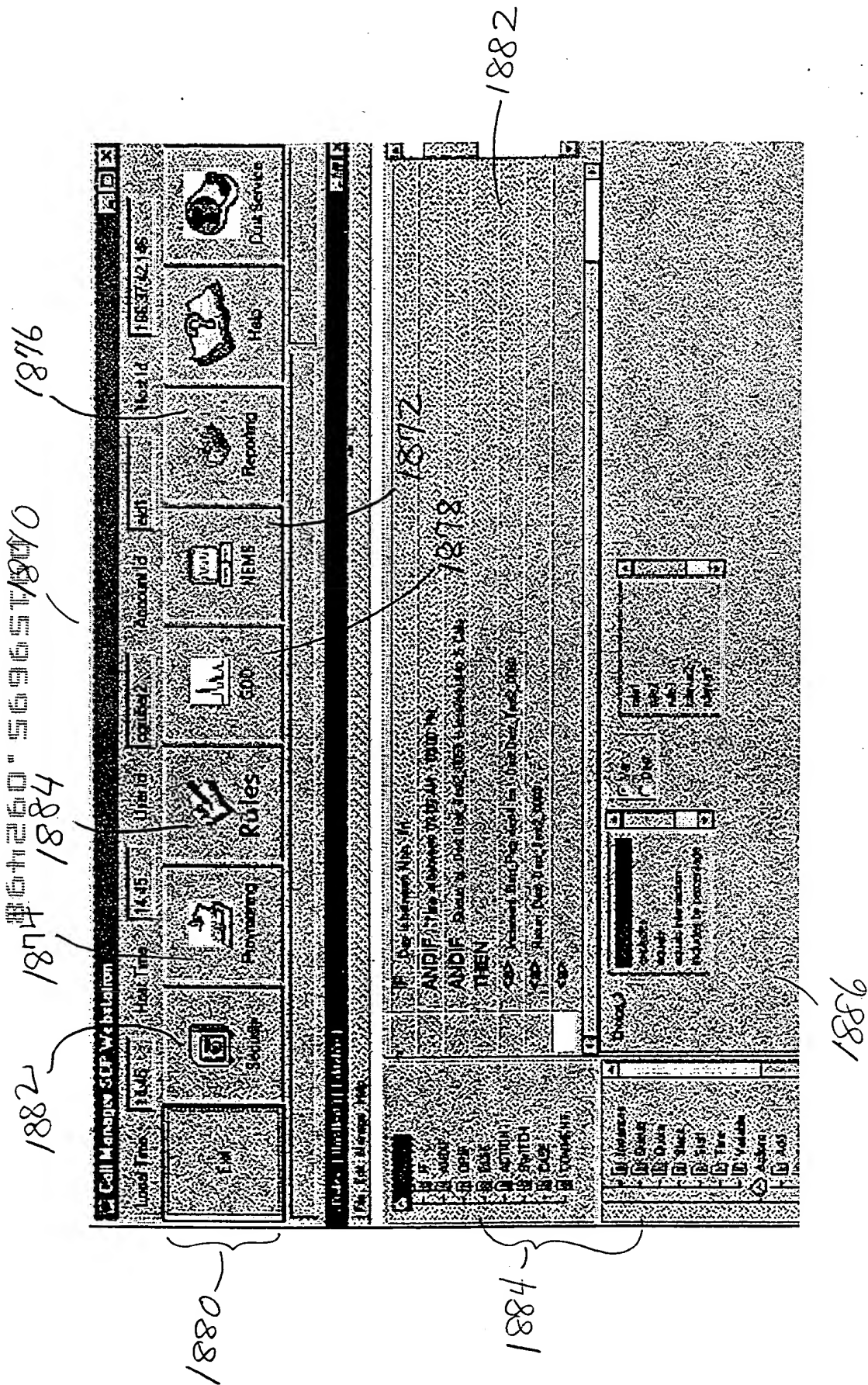


Figure 48

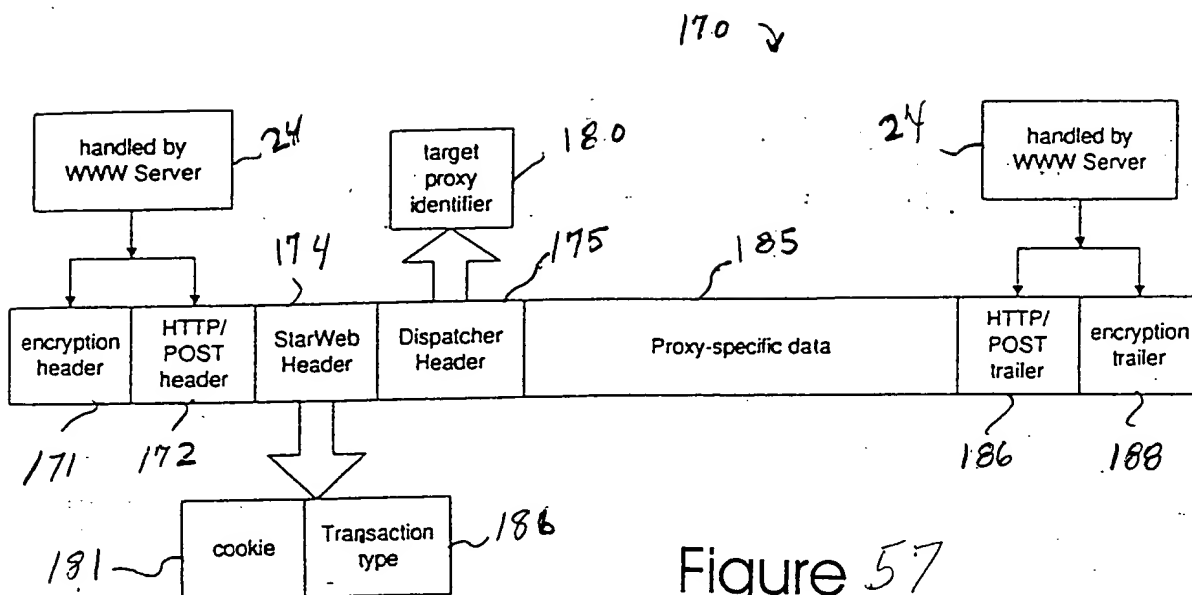


Figure 57

ACD Collector Administration

Gateway Type: 1RHOST

Site Collector Name:

SiteCollectors

Collector Name	Central Collector	Machine State	CSS Link	ACD Link	#0's
00000468	soarh-1	N/A	N/A-N/A	40	N/A
87775176		N/A	N/A-N/A	2	N/A
90077179	soarh1se0-1	N/A	N/A-N/A	3	N/A
90176912	soarh-1	N/A	N/A-N/A	12	N/A
90429279		N/A	N/A-N/A	4	N/A
99120849	soarh-1	N/A	N/A-N/A	7	N/A
99136171	soarh1se0-1	N/A	N/A-N/A	2	N/A
99403087		N/A	N/A-N/A	2	N/A

Add Delete Close Help

Figure 50



09159695-09498

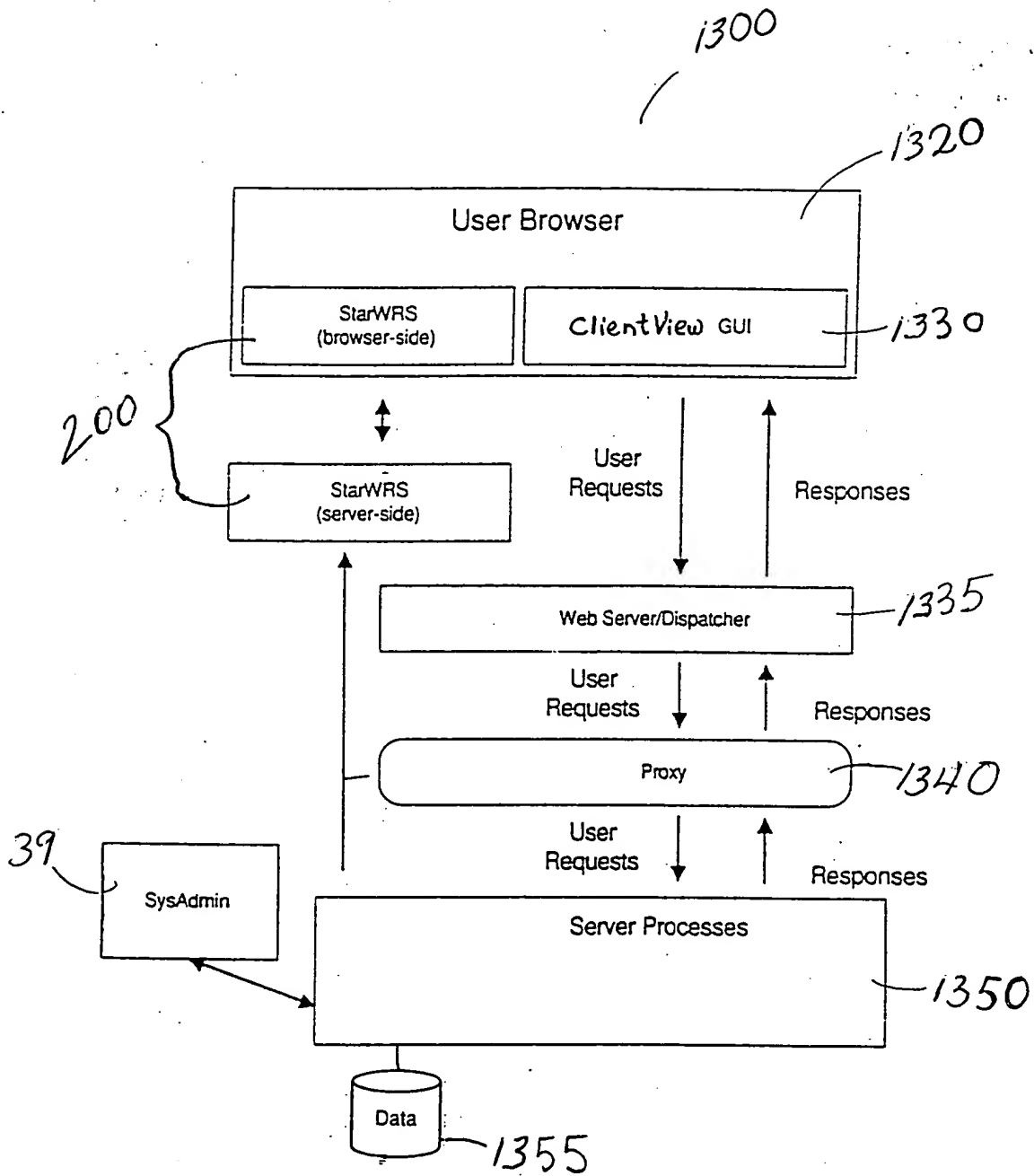
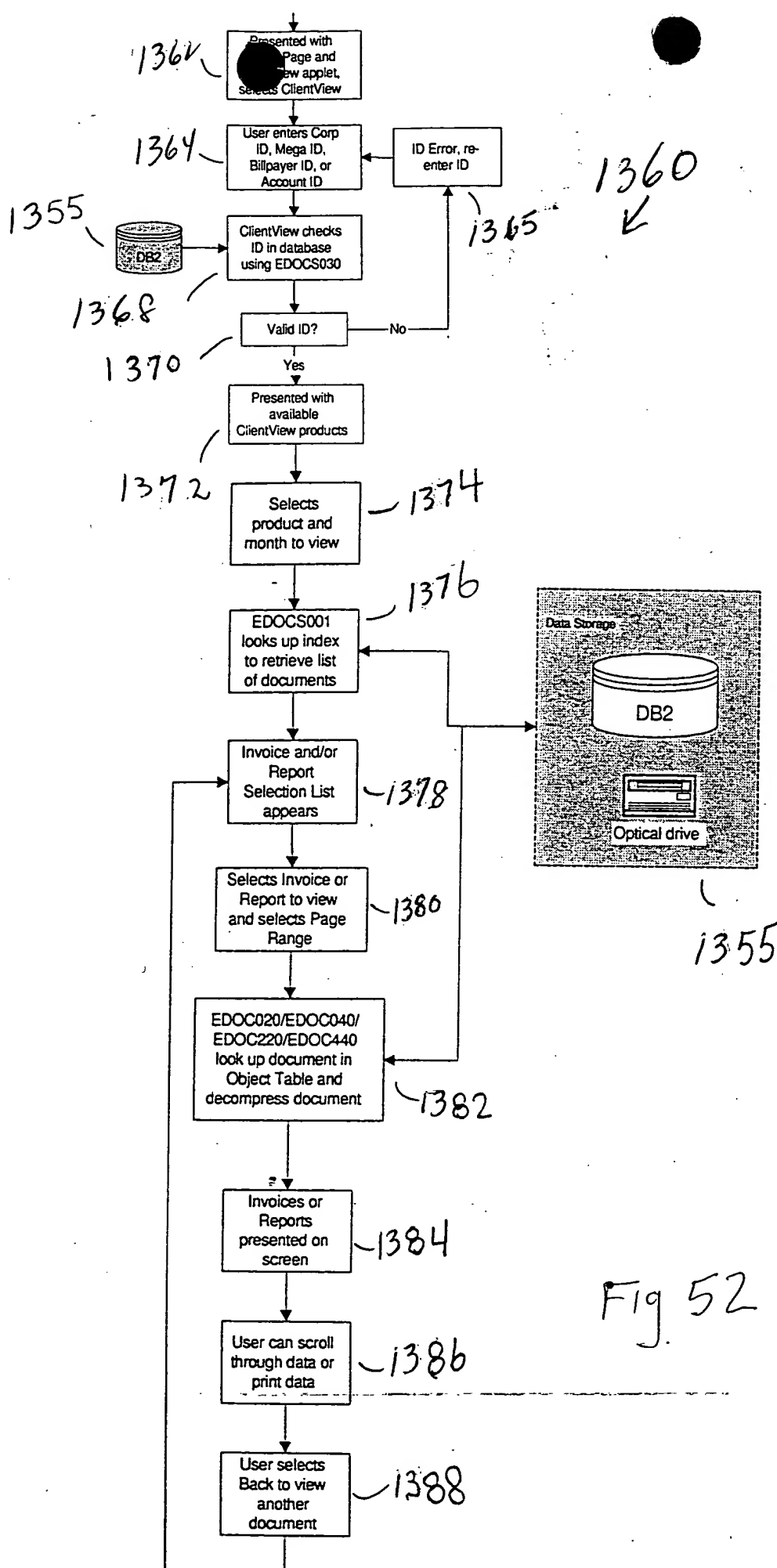


Figure 51



1900

**Online Invoicing for Corp ID 99991477**

File Help Retrieve Help Cust Service

**Customer IDs** 1902

Corp IDs — 1906

99120849

99746242

99991477

1908

**Products**

Concert Cross Border Reporting

Metro Local Service Invoices

Vnet Invoices

**Dates** 1912

1998: Jul

1998 - Jun

1998 - May

1998 - Apr

1998 - Mar

1998 - Feb

1998 - Jan

1997 - Dec

1997 - Nov

1997 - Oct

1997 - Sep

1997 - Aug

1997 - Jul

1997 - Jun

1997 - May

1997 - Apr

1997 - Mar

1997 - Feb

Ready Selected: Vnet Invoices

Warning: Apple Window

Figure 53(a)

-1915

1904

Retrieve		Help		Cust Service	
Issue Date	Invoice #	Billpayer ID	Pages		
1998 / 07 / 10	061546245	Y0051360	3		
1998 / 07 / 10	061546248	Y00			
1998 / 07 / 10	061546249	Y00			
1998 / 07 / 10	061546251	Y00			
1998 / 07 / 10	061546252	Y00			
1998 / 07 / 10	061546271	Y01			
1998 / 07 / 10	061546272	Y01			
1998 / 07 / 10	061546274	Y01			
1998 / 07 / 10	061546277	Y01			
1998 / 07 / 10	061546225	Y01			
1998 / 07 / 10	061546279	Y01			
1998 / 07 / 10	061546291	Y01			
1998 / 07 / 10	061546294	Y01			
1998 / 07 / 10	061546295	Y0167200	6		
1998 / 07 / 10	061546296	Y0167207	3058		
1998 / 07 / 10	061546298	Y0167209	122		
1998 / 07 / 10	061546299	Y0167210	24		

1917

**Document Invoice - 061546245**

Retrieve Search

00003 Pages available for this document  
Please specify a range of pages to retrieve  
Maximum retrieval pages is 100

Start page:  End page:

☐ Mail / Payment pages only

OK Cancel Help

1918

1920

1922

1917

Figure 53(b)

864260" 5696560

1925

Invoice: 061546245

File Find Page View Help

Find Back Next Retrieve Print Help Cust Service

SUMMARY OF AMOUNT DUE

CITICORP USCPG (CORP. FEATURE) BILLING PERIOD 06/01/98 THROUGH 06/30/98

12355 SUNRISE VALLEY DRIVE ATTN: INVOICE ADMINISTRATION

RESTON, VA. 22091

CUSTOMER NUMBER 99991477 BILL PAYER Y0051360 NODE NO. 00099156

DESCRIPTION	CORPORATE LEVEL CHARGES	LOCATION LEVEL CHARGES	INV INV PAC ACC T CHA
CURRENT CHARGES UNDER CITICORP/WCI/CITIBANK SD 9999147799991477			
LONG DISTANCE USAGE CHARGES*			
DOMESTIC	\$0.00	\$0.00	
INTERNATIONAL DDD	0.00	0.00	
CUSTOMIZED ANNOUNCEMENTS	0.00	0.00	
DIRECTORY ASSISTANCE	0.00	0.00	
TOTAL	\$0.00	\$0.00	
NON-USAGE			
FEATURES	\$0.00	\$0.00	
SUPPLEMENTAL CHARGES	0.00	0.00	
ALLOCATED CHARGES***	35,000.53	0.00	
MISCELLANEOUS****	0.00	0.00	
			35.00

Page 1 (in range 1 to 3)

Figure 54

# ClientView Server Process Flow

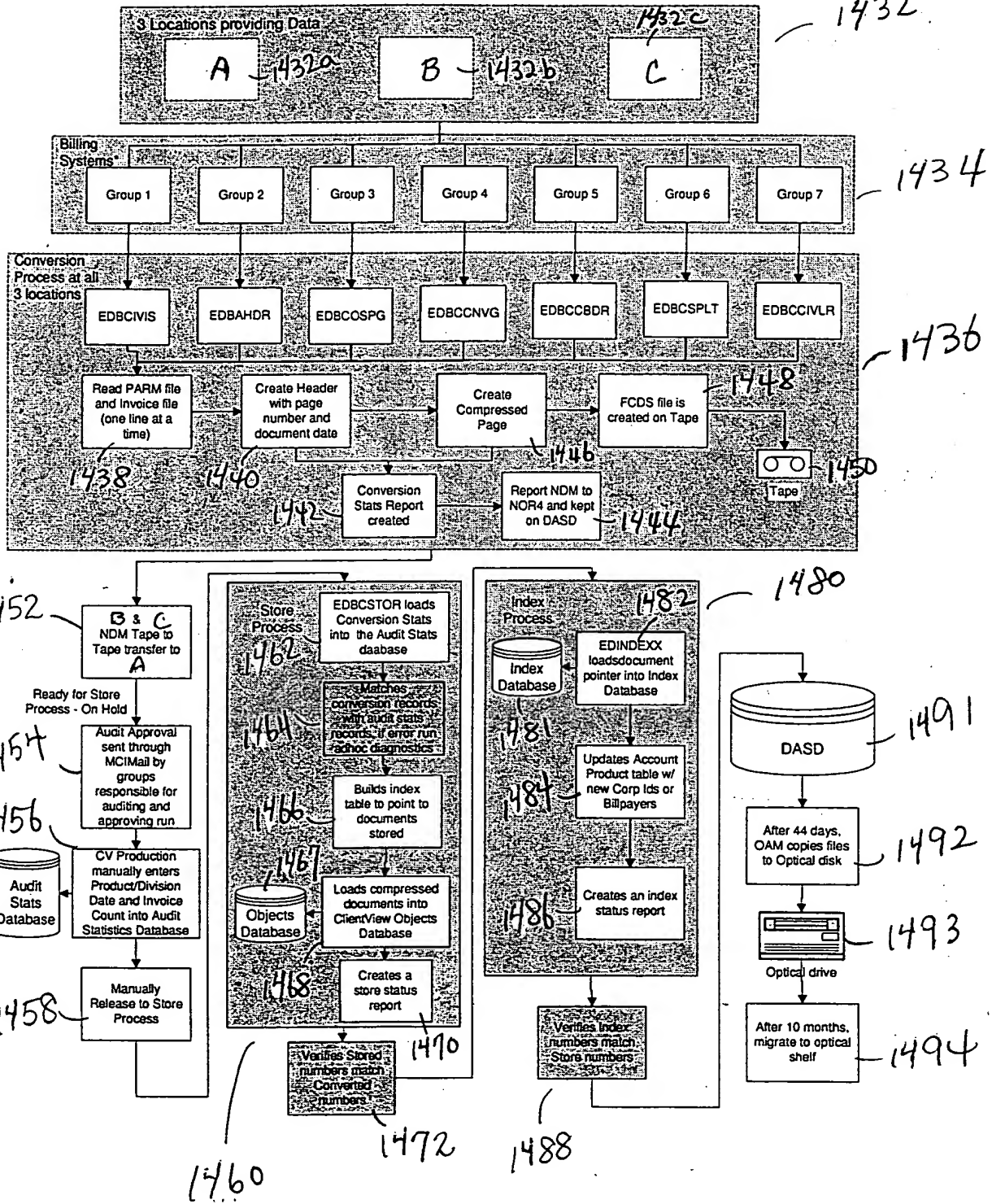


Figure 55

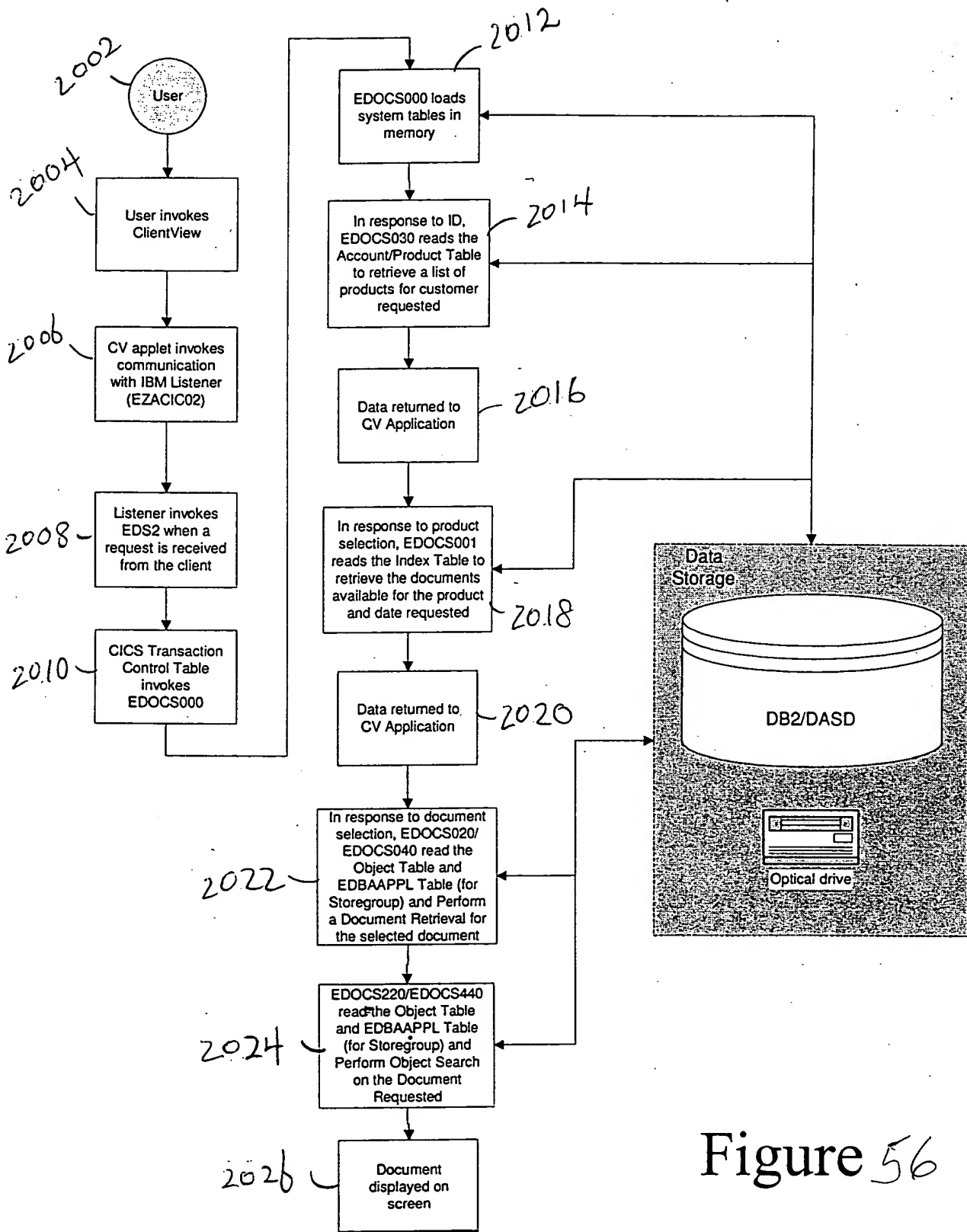


Figure 56





05/22/98

# Data Flow Diagram For Transactions

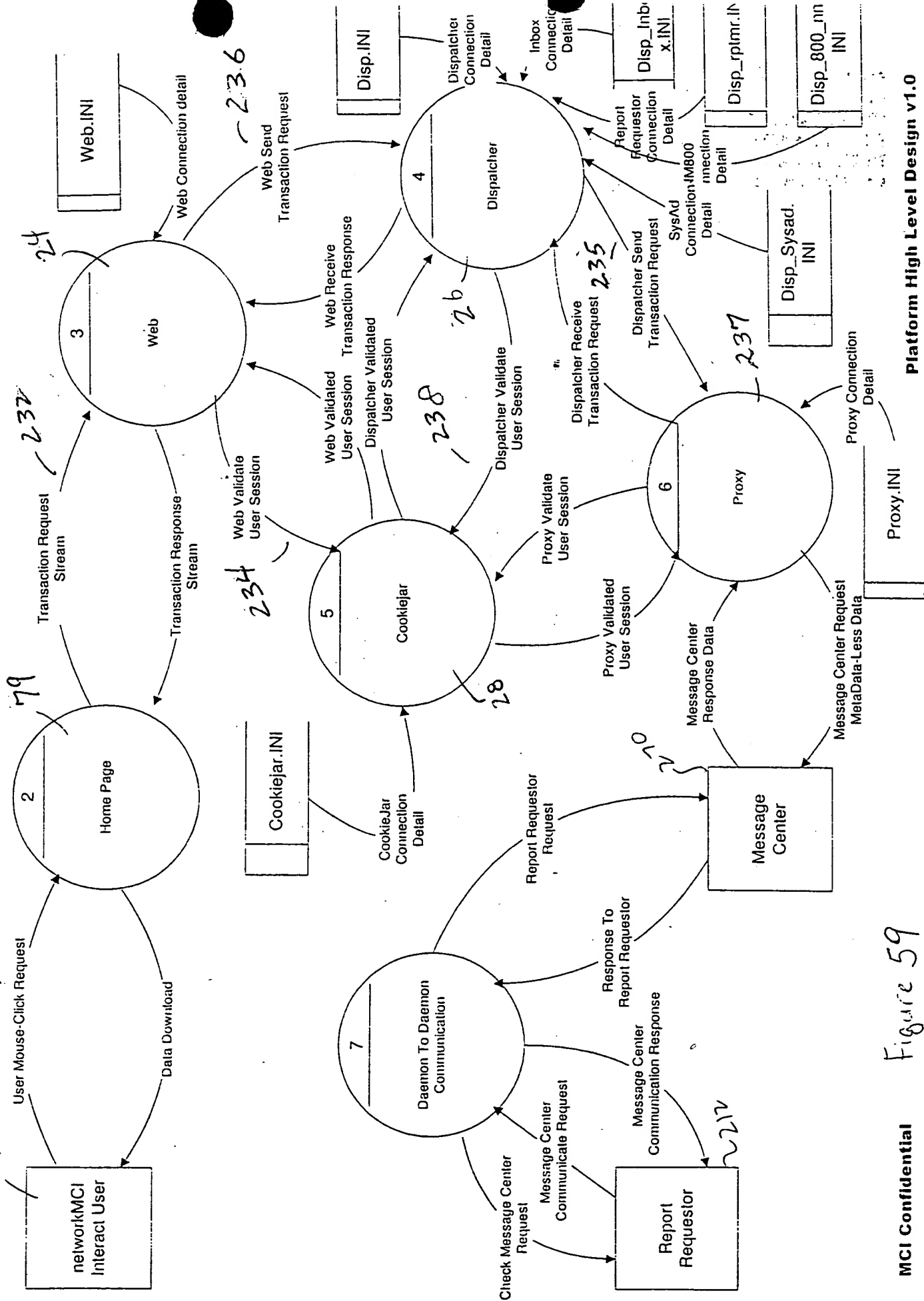


Figure 59

864260" 5635560

40

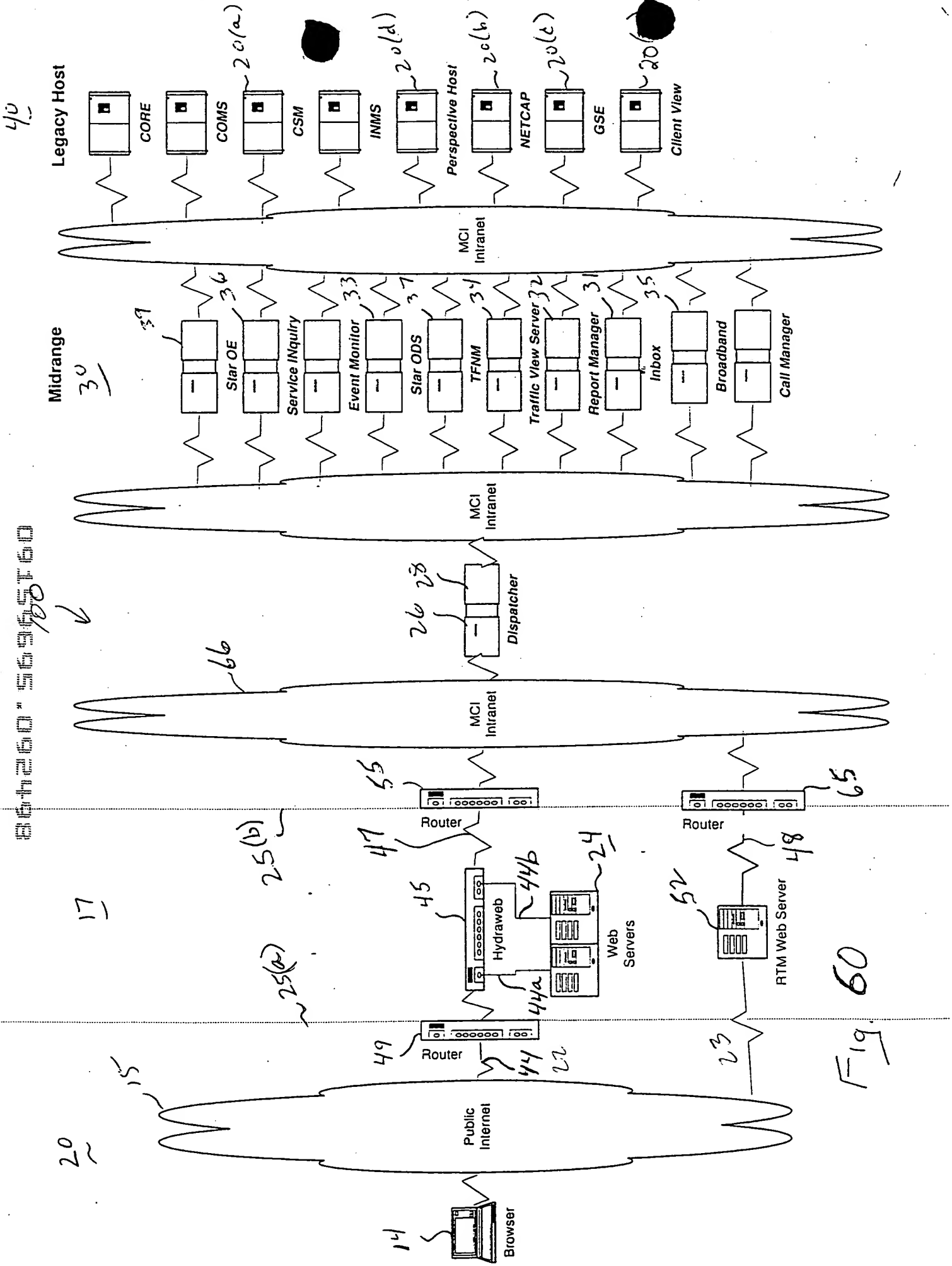


Fig. 60

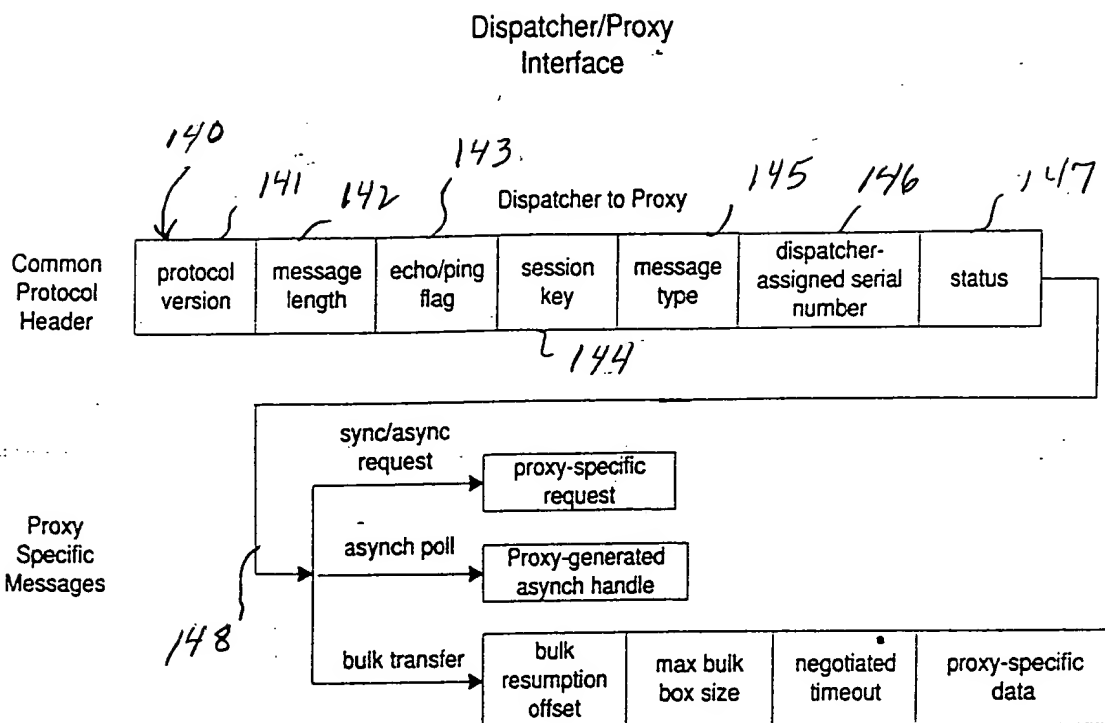


Figure 61(a)

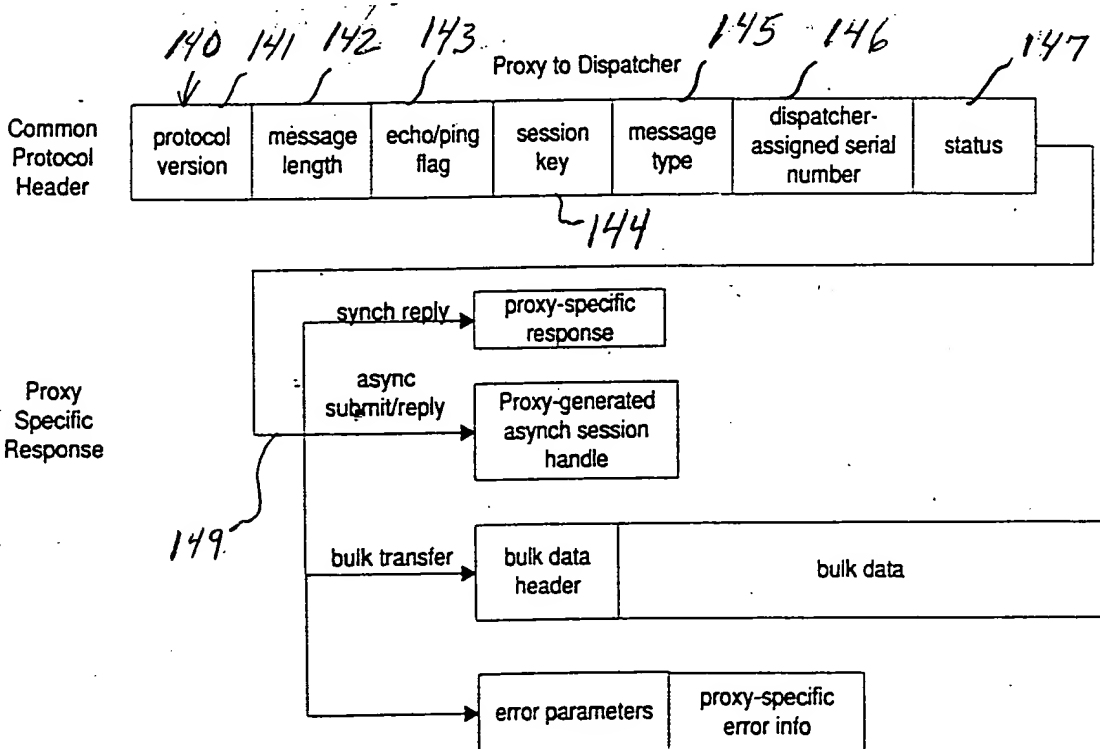


Figure 61(b)